

**AWARD WAGE SUMMARY:
CLERKS – PRIVATE SECTOR AWARD 2020
For period 1 November 2020 to 30 June 2021**

This wage sheet sets out base rates and all-purpose rates of pay for employees covered by the Clerks – Private Sector Award 2020 which come into effect for the period from 1 November 2020 to 30 June 2020.

Due to COVID-19 and its economic impacts, annual wage increases will only take effect from 1 November 2020. The following increases come into effect from 1 November 2020:

- Meal Allowance (**Clause 19.5**)
- First Aid Allowance (**Clause 19.2**)

This wage summary is not inclusive of all Award entitlements nor is it intended to replace the Award contents.

Explanation of the terms used in this Wage Summary:

Base rates are hourly rates, exclusive of any allowances or loadings. Those wishing to find out the equivalent rates for a daily hire worker should contact MBA ACT on (02) 6175 5900.

All-purpose rates are the minimum rates that must be paid to employees for all hours of work (including RDOs) and which are generally used for 'all purposes' of the Award, e.g. the calculation of loadings. All-purpose rates include base rates, plus 'all-purpose' allowances.

The **all-purpose allowances** included in the all-purpose rates below are the industry allowance and (for tradespersons) the tool allowances (as applicable). Note that **additional all-purposes may apply**, which are **not** included in the all-purpose rates below. Please refer to the allowance section at the end of this wage sheet.

To discuss specific queries about your employee's entitlements, please call Master Builders on 02 6175 5900.

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1. LOADINGS AND PENALTY RATES

These loadings/penalty rates below should be applied to an employee's relevant base hourly rate (clause 16, 27). Casual employees receive a 25% loading which applies to all hours of work, e.g. a 100% overtime loading for permanent employees is 125% for a casual. The casual loading should be applied to an employee's relevant base hourly rate (clause 12.2, 16).

Loadings/penalty rates		loading
Casual loading*		25%
Overtime	First 2 hours	50%
	thereafter	100%
Saturday*	Before 12.30pm	25%*
	After 12.30pm, first 2 hours	50%
	After 12.30pm, thereafter	100%
Sunday		100%
Public holiday		150%

***NOTE:** this Saturday morning loading of 25% only applies where an employee is still working ordinary time. Where an employee has already worked in excess of ordinary weekly hours, i.e. more than an average of 38 hours per week, then overtime penalties apply, i.e. 50% for the 1st 2 hours and 100% thereafter.

2. ADULT BASE AND CASUAL RATES

The base rates of pay for adult employees pursuant to the classifications provided under the Award are provided in the table below:

Classification (cl 16)	base weekly rate	base hourly rate	casual hourly rate
Call centre technical associate	\$1,109.58	\$29.20	\$36.50
Level 5	\$1,012.92	\$26.66	\$33.32
Level 4	\$973.44	\$25.62	\$32.02
Call centre principal customer contact specialist	\$933.45	\$24.57	\$30.71
Level 3	\$926.94	\$24.39	\$30.49
Level 2 - Year 2	\$893.87	\$23.52	\$29.40
Level 2 - Year 1	\$877.59	\$23.09	\$28.87
Level 1 - Year 3	\$867.32	\$22.82	\$28.53
Level 1 - Year 2	\$841.07	\$22.13	\$27.67
Level 1 - Year 1	\$801.38	\$21.09	\$26.36

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3. JUNIOR BASE HOURLY RATES

Level 1 - Juniors

Classification (cl 18)	relevant percentage	Level 1 - 1 year in industry	Level 1 - 2 years in industry	Level 1 - 3 years in industry
Under 16 years of age	45%	\$9.49	\$9.96	\$10.27
16 years of age	50%	\$10.54	\$11.07	\$11.41
17 years of age	60%	\$12.65	\$13.28	\$13.69
18 years of age	70%	\$14.76	\$15.49	\$15.98
19 years of age	80%	\$16.87	\$17.71	\$18.26
20 years of age	90%	\$18.98	\$19.92	\$20.54

Level 2 -Juniors

Classification (cl 18)	relevant percentage	Level 2 - Year 1	Level 2 - Year 2
Under 16 years of age	45%	\$10.39	\$10.59
16 years of age	50%	\$11.55	\$11.76
17 years of age	60%	\$13.86	\$14.11
18 years of age	70%	\$16.17	\$16.47
19 years of age	80%	\$18.48	\$18.82
20 years of age	90%	\$20.79	\$21.17

Level 3 and call centre principal customer contact specialists - Juniors

Classification (cl 18)	relevant percentage	Level 3	Call centre principal customer contact specialist
Under 16 years of age	45%	\$10.98	\$11.05
16 years of age	50%	\$12.20	\$12.28
17 years of age	60%	\$14.64	\$14.74
18 years of age	70%	\$17.08	\$17.20
19 years of age	80%	\$19.51	\$19.65
20 years of age	90%	\$21.95	\$22.11

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Levels 4, 5 and call centre technical associates - Juniors

Classification (cl 18)	relevant percentage	Level 4	Level 5	Call centre technical associate
Under 16 years of age	45%	\$11.53	\$12.00	\$13.14
16 years of age	50%	\$12.81	\$13.33	\$14.60
17 years of age	60%	\$15.37	\$15.99	\$17.52
18 years of age	70%	\$17.93	\$18.66	\$20.44
19 years of age	80%	\$20.49	\$21.32	\$23.36
20 years of age	90%	\$23.06	\$23.99	\$26.28

4. ANNUALISED WAGES

Where a full-time employee receives an annualised wage, employers must advise the employee in writing, and keep a record of (CI 18.2):

- The annualised wage that is payable;
- The provisions of the award that will be satisfied by the annual wage;
- The method of calculation of the annualised wage, specifying each separate component of the annualised wage and any overtime or penalty assumptions used in the calculation;
- The outer limit of ordinary hours which would attract the payment of a penalty rate under the award and the outer limit number of overtime hours which the employee may be required to work in a pay period or roster cycle without being entitled to an amount in excess of the annualised wage;
- The employer must keep a record of the starting and finishing times of work, and any unpaid breaks taken, of each employee subject to an annualised wage arrangement. This record must be signed by the employee, or acknowledged as correct in writing (including by electronic means) by the employee, each pay period or roster cycle

The employer must ensure that an employee is not disadvantaged by the payment of an annualised wage by complying with the following:

- If in a pay period or roster cycle an employee works any hours in excess of either of the outer limit amounts of ordinary hours or overtime hours, those hours will not be covered by the annualised wage and must be separately paid.
- The annualised wage must not be less than the amount the employee would have received under this award for the work performed over the year for which the wage is paid (or, if the employment ceases earlier, over such lesser period as has been worked).
- The employer must each 12 months from the commencement of the annualised wage arrangement or upon the termination of employment of the employee calculate the amount of remuneration that would have been payable to the employee under the provisions of this award over the relevant period and compare it to the amount of the annualised wage actually paid to the employee. Where the latter amount is less than the former amount, the employer shall pay the employee the amount of the shortfall within 14 days.
- The employer must keep a record of the starting and finishing times of work, and any unpaid breaks taken, of each employee subject to an annualised wage arrangement for the purpose

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of undertaking the comparison required above. This record must be signed by the employee, or acknowledged as correct in writing (including by electronic means) by the employee, each pay period or roster cycle

5. EXPENSE-RELATED ALLOWANCES

Expense-related allowances will be adjusted by reference to the Consumer Price Index (CPI) described below:

Laundry Allowance (Clause 19.2)

(Applicable CPI Figure: Clothing and footwear group)

Full-time employees (Clause 19.4(d)(i)) Applicable when an employee is required to wear and launder a uniform	allowance per week
	\$3.55
Part-time and casual employees (Clause 19.4(d)(ii)) Applicable when an employee is required to wear and launder a uniform	allowance per shift
	\$0.71

Meal Allowance (Clause 19.5(a))

(Applicable CPI Figure: Take away and fast foods sub-group)

Payable when there has been more than one and a half hours of overtime worked after ordinary hours of work, without 24 hours' notice being provided	allowance per occasion
	First meal \$16.28
	Further four (4) hours' overtime \$13.03

Vehicle Allowance (Clause 19.6)

(Applicable CPI Figure: Private motoring sub-group)

Payable when an employee is required by the employer to use their own motor vehicle in the performance of their duties	allowance per kilometre
	Motor car \$0.78*
	Motorcycle \$0.26*

* **NOTE:** Maximum payment of 400 kilometres per week.

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6. WAGE-RELATED ALLOWANCES

The wage-related allowances under the Award are based on the standard rate as defined in Clause 2, as the minimum weekly wage for a Level 2, Year 1 (refer to Clause 16):

Minimum weekly wage – Level 2, Year 1 **\$877.59**

First Aid Allowance (Clause 19.2)

Applicable to an employee who has current first aid qualifications and training, (such as St John Ambulance or similar body) and is appointed by an employer to perform first aid	% of weekly standard rate	allowance per week
	1.5%	\$13.16

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7. CLASSIFICATIONS (SCHEDULE B)

The classification criteria in this schedule provides guidelines to determine the appropriate classification level of persons employed pursuant to this award. In determining the appropriate level, consideration must be given to both the characteristics and typical duties/skills. The characteristics are the primary guide to classification as they indicate the level of basic knowledge, comprehension of issues, problems and procedures required and the level of supervision or accountability of the position. The totality of the characteristics must be read as a whole to obtain a clear understanding of the essential features of any particular level and the competency required. The typical duties/skills are a non-exhaustive list of duties/skills that may be comprehended within the particular level. They are an indicative guide only and at any particular level employees may be expected to undertake duties of any level lower than their own. Employees at any particular level may perform/utilise one such duty/skill, or many of them, depending on the particular work allocated.

The key issue to be looked at in properly classifying an employee is the level of competency and skill that the employee is required to exercise in the work they perform, not the duties they perform per se. It will be noted that some typical duties/skills appear in more than one level, however when assigning a classification to an employee this needs to be done by reference to the specific characteristics of the level. For example, whilst word processing and copy typing are first specifically mentioned at Level 2 in terms of typical duty/skill, it does not mean that as soon as an employee operates a word processor or typewriter they automatically become Level 2. They would achieve a Level 2 classification when they have achieved the level of skill and competency envisaged by the characteristics and the relevant indicative duty(ies)/skill(s) of a Level 2. Level 1 in this structure is to be viewed as the level at which employees learn and gain competence in the basic clerical skills required by the employer, which in most cases would lead to progression through the classification structure as their competency and skills increase and are utilised.

B.1 Level 1	
Characteristics	Typical duties/skills
<p>Employees at this level may include the initial recruit who may have limited relevant experience. Initially work is performed under close direction using established practices, procedures and instructions.</p> <p>Such employees perform routine clerical and office functions requiring an understanding of clear, straightforward rules or procedures and may be required to operate certain office equipment. Problems can usually be solved by reference to established practices, procedures and instructions.</p> <p>Employees at this level are responsible and accountable for their own work within established routines, methods and procedures and the less experienced employees' work may be subject to checking at all stages. The more experienced employee may be required to give assistance to less experienced employees in the same classification.</p>	<p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> (i) Reception/switchboard, e.g. directing telephone callers to appropriate staff, issuing and receiving standard forms, relaying internal information and initial greeting of visitors. (ii) Maintenance of basic records. (iii) Filing, collating, photocopying, etc. (iv) Handling or distributing mail including messenger service. (v) Recording, matching, checking and batching of accounts, invoices, orders, store requisitions, etc. (vi) The operation of keyboard and other allied equipment in order to achieve competency as prescribed in Level 2. (vii) Call centre customer contact trainee—customer contact functions with direct supervision.
B.2 Level 2	

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Characteristics	Typical duties/skills
<p>This level caters for the employees who have had sufficient experience and/or training to enable them to carry out their assigned duties under general direction.</p> <p>Employees at this level are responsible and accountable for their own work which is performed within established guidelines. In some situations detailed instructions may be necessary. This may require the employee to exercise limited judgment and initiative within the range of their skills and knowledge.</p> <p>The work of these employees may be subject to final checking and as required, progress checking. Such employees may be required to check the work and/or provide guidance to other employees at a lower level and/or provide assistance to less experienced employees at the same level.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(i) Reception/switchboard duties as in Level 1 and in addition responding to enquiries as appropriate, consistent with the acquired knowledge of the organisation's operations and services, and/or where presentation, and use of interpersonal skills are a key aspect of the position.</p> <p>(ii) Operation of computerised radio/telephone equipment, micro personal computer, printing devices attached to personal computer, dictaphone equipment, typewriter.</p> <p>(iii) Word processing, e.g. the use of a word processing software package to create, format, edit, correct, print and save text documents, e.g. standard correspondence and business documents.</p> <p>(iv) Stenographer/person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment.</p> <p>(v) Copy typing and audio typing.</p> <p>(vi) Maintenance of records and/or journals including initial processing and recording relating to the following:</p> <ul style="list-style-type: none"> ▪ reconciliation of accounts to balance; ▪ incoming/outgoing cheques; ▪ invoices; ▪ debit/credit items; ▪ payroll data; ▪ petty cash imprest system; and ▪ letters etc. <p>(vii) Computer application involving use of a software package which may include one or more of the following functions:</p> <ul style="list-style-type: none"> ▪ create new files and records; ▪ spreadsheet/worksheet; ▪ graphics; ▪ accounting/payroll file; and <p>following standard procedures and using existing models/fields of information.</p> <p>(viii) Arrange routine travel bookings and itineraries, make appointments.</p> <p>(ix) Provide general advice and information on the organisation's products and services, e.g. front counter/telephone.</p> <p>(x) Call centre customer contact officer grade 1 is employed to:</p> <ul style="list-style-type: none"> ▪ use known routines and procedures; ▪ have some accountability for quality of outcomes; ▪ receive calls; ▪ use common call centre technology; ▪ enter and retrieve data; ▪ work in a team; ▪ manage own work under guidance; and ▪ provide at least one specialised service (sales and advice for products and services, complaints or fault enquiries or data collection surveys). <p>An employee who holds a Certificate II in Telecommunications (Customer Contact) or equivalent is to be classified at this level when employed to perform the functions defined.</p>
B.3 Level 3	
Characteristics	Typical duties/skills

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<p>Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work. Employees require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties. Such employees may be required to give assistance and/or guidance (including guidance in relation to quality of work and which may require some allocation of duties) to employees in Levels 1 and 2 and would be able to train such employees by means of personal instruction and demonstration.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(i) Prepare cash payment summaries, banking report and bank statements; calculate and maintain wage and salary records; follow credit referral procedures; apply purchasing and inventory control requirements; post journals to ledger.</p> <p>(ii) Provide specialised advice and information on the organisation's products and services; respond to client/public/supplier problems within own functional area utilising a high degree of interpersonal skills.</p> <p>(iii) * Apply one or more computer software packages developed for a micro personal computer or a central computer resource to either:</p> <ul style="list-style-type: none"> ▪ create new files and records; ▪ maintain computer based records management systems; ▪ identify and extract information from internal and external sources; or ▪ use of advanced word processing/keyboard functions. <p>(iv) Arrange travel bookings and itineraries; make appointments; screen telephone calls; respond to invitations; organise internal meetings on behalf of executive(s); establish and maintain reference lists/personal contact systems for executive(s).</p> <p>(v) Application of specialist terminology/processes in professional offices.</p> <p>(vi) Call centre customer contact office grade 2 is employed to:</p> <ul style="list-style-type: none"> ▪ perform a broader range of skilled operations than grade 1; ▪ exercise some discretion and judgment in the selection of equipment, services or contingency measures; ▪ work within known time constraints; ▪ provide multiple specialised services to customers (including complex sales, service advice for a range of products or services, and difficult complaint and fault inquiries); ▪ deployment of service staff using multiple technologies; and ▪ exercise a limited amount of leadership over less experienced employees. <p>An employee who holds a Certificate III (Customer Contact) or equivalent is to be classified at this level when employed to perform the functions defined.</p> <p>* Note: These typical duties/skills may be either at Level 3 or Level 4 dependent upon the characteristics of that particular level.</p>
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B.4 Call centre principal customer contact specialist

Characteristics

- Employees at this level are employed to:
- perform a broad range of skilled applications;
 - provide leadership as a coach, mentor or senior staff member, and provide guidance in the application and planning of skills;
 - work with a high degree of autonomy with the authority to take decisions in relation to specific customer contact matters; and
 - take responsibility for the outcomes of customer contact and resolve complex situations.

B.5 Level 4

Characteristics

Typical duties/skills

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<p>Employees at this level will have achieved a level of organisation or industry specific knowledge sufficient for them to give advice and/or information to the organisation and clients in relation to specific areas of their responsibility. They would require only limited guidance or direction and would normally report to more senior staff as required. Whilst not a pre-requisite a principal feature of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordinating work flow, checking progress, quality of work and resolving problems.</p> <p>They exercise initiative, discretion and judgment at times in the performance of their duties.</p> <p>They are able to train employees in Levels 1–3 by personal instruction and demonstration.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(i) Secretarial/executive support services which may include the following: maintaining executive diary; attending executive/organisational meetings and taking minutes; establishing and/or maintaining current working and personal filing systems for executive; answering executive correspondence from verbal or handwritten instructions.</p> <p>(ii) Able to prepare financial/tax schedules, calculating costings and/or wage and salary requirements; completing personnel/payroll data for authorisation; reconciliation of accounts to balance.</p> <p>(iii) Advising on/providing information on one or more of the following:</p> <ul style="list-style-type: none"> ▪ employment conditions; ▪ workers compensation procedures and regulations; and ▪ superannuation entitlements, procedures and regulations. <p>(iv) *Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either:</p> <ul style="list-style-type: none"> ▪ creating new files and records; ▪ maintaining computer based management systems; ▪ identifying and extract information from internal and external sources; or ▪ using of advanced word processing/keyboard functions. <p>(v) Call centre customer contact team leader is employed to:</p> <ul style="list-style-type: none"> ▪ perform a broad range of skilled applications; ▪ evaluate and analyse current practices; ▪ develop new criteria and procedures for performing current practices; ▪ provide leadership in a team leader role and provide guidance to others in the application and planning of skills; and ▪ work with a high degree of autonomy and exercise authority to take decisions in relation to specific customer contact matters. <p>An employee who holds a Certificate IV (Customer Contact) or equivalent is to be classified at this level when employed to perform the functions defined.</p> <p>* Note: These typical duties/skills may be either at Level 3 or Level 4 dependent upon the characteristics of that particular level.</p>
<p>B.6 Level 5</p>	
<p>Characteristics</p>	<p>Typical duties/skills</p>
<p>Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.</p> <p>Such employees will typically have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of their expertise.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(i) Apply knowledge of organisation’s objectives, performance, projected areas of growth, product trends and general industry conditions.</p> <p>(ii) Application of computer software packages within either a micro personal computer or a central computer resource including the integration of complex word processing/desktop publishing, text and data documents.</p> <p>(iii) Provide reports for management in any or all of the following areas:</p> <ul style="list-style-type: none"> ▪ account/financial; ▪ staffing;

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<p>They are responsible and accountable for their own work and may have delegated responsibility for the work under their control or supervision, including, scheduling workloads, resolving operations problems, monitoring the quality of work produced and counselling staff for performance and work related matters.</p> <p>They would also be able to train and to supervise employees in lower levels by means of personal instruction and demonstration.</p> <p>They would also be able to assist in the delivery of training courses. They would often exercise initiative, discretion and judgment in the performance of their duties.</p> <p>The possession of relevant post secondary qualifications may be appropriate but are not essential.</p>	<ul style="list-style-type: none"> ▪ legislative requirements; and ▪ other company activities. <p>(iv) Administer individual executive salary packages, travel expenses, allowances and company transport; administer salary and payroll requirements of the organisation.</p> <p>(v) Call centre principal customer contact leader is employed to:</p> <ul style="list-style-type: none"> ▪ apply a significant range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts in either varied or highly specialised functions; ▪ co-ordinate the work of a number of teams within a call centre environment; and ▪ have a number of specialists/supervisors reporting to them. <p>An employee who holds a Diploma—Front Line Management or equivalent is to be classified at this level when employed to perform the functions defined.</p>
<p>B.7 Call centre technical associate</p>	
<p>A call centre technical associate is employed to:</p> <ul style="list-style-type: none"> ▪ apply a significant range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts in relation to either varied or highly specialised functions; ▪ contribute to the development of a broad plan, budget or strategy; ▪ work with a high degree of autonomy and be accountable and responsible for themselves and others in achieving outcomes (some supervision may be required); ▪ be involved in the design, installation and management of telecommunications computer equipment and system development; ▪ assess installation requirements; ▪ design systems; ▪ plan and perform installations; and ▪ install and manage data communications equipment and find faults. 	

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