

CLERKS – PRIVATE SECTOR AWARD 2010

Rates effective from the first full pay period commencing on or after **1 July 2019**.

View complete award at [Clerks - Private Sector Award 2010](#)

Pay Scale Summary

The following Pay Scale Summary provides an outline of various entitlements (including rates of pay, overtime, penalty rates, loadings and allowances) that apply to employees covered under the *Clerks – Private Sector Award 2010*.

This Summary is not intended to be comprehensive and should be read alongside the award for completeness.

Superannuation

The minimum Superannuation Guarantee (SG) contribution is **9.5%** for 2019/20 period.

Disclaimer

This Summary is provided for your information only. It does not constitute and should not be relied upon as legal advice. You must seek specific advice tailored to your circumstances.

While we have made every attempt to ensure that the information contained in this Summary is accurate, we are not responsible for any errors, omissions or for results obtained from using this information. If there are any inconsistencies between this Summary and the award, the provisions of the award prevail.

If you require legal advice or have any questions about this Summary, please contact **Employer Assist**.

OUR CONTACT DETAILS

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MINIMUM WAGES

See **Schedule A** for classifications.

Classification	Weekly Wage \$	Hourly Rate \$
Level 1 - Year 1	\$787.60	\$20.73
Level 1 - Year 2	\$826.60	\$21.75
Level 1 - Year 3	\$852.40	\$22.43
Level 2 - Year 1	\$862.50	\$22.70
Level 2 - Year 2	\$878.50	\$23.12
Level 3	\$911.00	\$23.97
Level 4	\$956.70	\$25.18
Level 5	\$995.50	\$26.20
Principal customer contact specialist	\$917.40	\$24.14
Technical Associate	\$1,090.50	\$28.70

OVERTIME, WEEKEND AND PUBLIC HOLIDAY RATES

See **Schedule B** for calculations.

Time Worked	% Rate
<i>Calculate Overtime, Weekend and Public Holiday rates by multiplying the base hourly rate by the % Rate</i>	
Penalty Rates (Ordinary Hours)	
Saturday	125%
Sunday	200%
Public Holiday	250%
Overtime Rates	
Monday to Saturday	
First 2 hours	150%
Thereafter	200%
Sunday	200%
Public Holiday	250%

Note: All work performed in excess of 38 hours on average per week, 10 hours per day or outside 7am and 7pm - Monday to Friday and 7am and 12.30pm on Saturday must be paid at overtime rates. The spread of hours may be altered by up to 1 hour at either end by agreement.

SHIFT WORKER

Time Worked	% Rate
<i>The below % Rates include base rate (100%) + shift work loading (%).</i>	
Afternoon Shift (finishing after 7.00 pm but at or before midnight)	115%
Night Shift (finishing after midnight but before 7.00 am)	115%
Permanent Night Shift (night shift which does not rotate with another shift(s) or day work and which continues for a period of not less than four weeks)	130%
Saturday, Sunday or Public Holiday	150%
Overtime - hours in excess of weekly hours	
First 3 hours	150%
Thereafter	200%
Overtime - hours in excess of daily hours	
First 2 hours	150%
Thereafter	200%

CASUAL RATES

See **Schedule B** for calculations.

Time Worked	% Rate
<i>Calculate casual rates by multiplying the base hourly rate (not the casual rate) by the % Rate.</i>	
Casual Loading and Penalty Rates (Ordinary Hours)	
Casual Rate	125%
Saturday	150%
Sunday	225%
Public Holiday	275%
Casual Overtime Rates	
Monday to Saturday	
First 2 hours	175%
Thereafter	225%
Sunday	225%
Public Holiday	275%

JUNIOR RATES

See **Schedule B** for calculations.

Years of Age	% Rate
<i>Calculate junior rates by multiplying the adult base rate by the % Rate.</i>	
Under 16	45%
16 years	50%
17 years	60%
18 years	70%
19 years	80%
20 years	90%

MINIMUM ENGAGEMENT

Saturday - An employee who works 38 hours Monday to Friday must be paid a minimum of 3 hours at overtime rates for work performed on a Saturday, provided that such employee is ready, willing and available to work such overtime.

Sunday - An employee required to work on a Sunday is entitled to not less than 4 hours' pay at the penalty rate of double time, provided the employee is available to work for 4 hours.

Public Holiday - An employee required to work on a public holiday is entitled to not less than 4 hours' pay at the penalty rate of double time and a half, provided the employee is available to work for 4 hours.

Casuals - Casual employees are entitled to a minimum payment of 3 hours' work at the appropriate rate.

ALLOWANCES

Name	Clause	Description	Amount
Uniform Allowance	19.2 (c)	Where the employee is required to launder any special uniform, they must be paid an allowance	
		(i) Full Time Employee (per week) (ii) Part Time or Casual Employee (per shift)	\$3.55 \$0.71
Meal Allowance	19.3 (a)	An employee required to work more than one and a half hours of overtime after the employee's ordinary time of ending work, without being given 24 hours' notice will be either provided with a meal or paid a meal allowance. (excludes where an employee could reasonably return home for a meal within period allowed)	\$15.94
		Where overtime exceeds 4 hours, without being given 24 hours' notice.	\$12.76
Vehicle Allowance	19.4 (a)	Where an employee is required to use their own motor vehicle in the performance of their duties an allowance must be paid	
		(i) Motor Cars - Maximum 400km/week (ii) Motorcycles - Maximum 400km/week	\$0.78/km \$0.26/km
First Aid Allowance	19.6	Where an employee holds the appropriate first aid qualification and is appointed by the employer to perform first aid duty	\$12.94

OTHER ALLOWANCES AND ENTITLEMENTS

It is important to review the award to confirm the application of the above allowances and to determine whether any other allowances or entitlements apply to employees. The above, is not an exhaustive list.

SCHEDULE A – CLASSIFICATIONS

Characteristics	Typical duties/skills
Level 1	
<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"> • Reception/switchboard, e.g. directing telephone callers to appropriate staff, issuing and receiving standard forms, relaying internal information and initial greeting of visitors. • Maintenance of basic records. • Filing, collating, photocopying, etc. • Handling or distributing mail including messenger service. • Recording, matching, checking and batching of accounts, invoices, orders, store requisitions, etc. • The operation of keyboard and other allied equipment in order to achieve competency as prescribed in Level 2. • Call centre customer contact trainee—customer contact functions with direct supervision.
Level 2	
<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. 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> <ul style="list-style-type: none"> • 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. • Operation of computerised radio/telephone equipment, micro personal computer, printing devices attached to personal computer, dictaphone equipment, typewriter. • 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. • Stenographer/person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment. • Copy typing and audio typing. • Maintenance of records and/or journals including initial processing and recording relating to the following: <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. • Computer application involving use of a software package which may include one or more of the following functions: <ul style="list-style-type: none"> ○ create new files and records; spreadsheet/worksheet; graphics; ○ accounting/payroll file; and ○ following standard procedures and using existing models/fields of information. • Arrange routine travel bookings and itineraries, make appointments. • Provide general advice and information on the organisation's products and services, e.g. front counter/telephone. • Call centre customer contact officer grade 1 is employed to: <ul style="list-style-type: none"> ○ use known routines and procedures; have some accountability for quality of outcomes;

	<ul style="list-style-type: none"> ○ 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). <ul style="list-style-type: none"> ● 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.
Level 3	
<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.</p> <p>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> <ul style="list-style-type: none"> ● 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. ● 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. ● *Apply one or more computer software packages developed for a micro personal computer or a central computer resource to either: <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. ● 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). ● Application of specialist terminology/processes in professional offices. ● Call centre customer contact office grade 2 is employed to: <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. ● 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>* Note: These typical duties/skills may be either at Level 3 or Level 4 dependent upon the characteristics of that particular level.</p>
Level 4	
<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-</p>	<p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> ● 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. ● 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. ● Advising on/providing information on one or more of the following:

<p>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. They are able to train employees in Levels 1–3 by personal instruction and demonstration.</p>	<ul style="list-style-type: none"> ○ employment conditions; workers compensation procedures and regulations; and ○ superannuation entitlements, procedures and regulations. ● *Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either: <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. ● Call centre customer contact team leader is employed to: <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. ● 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>* 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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Level 5

<p>Employees at this level are subject to broad guidance or direction and would report to more senior staff as required. 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>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. 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>	<p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> ● Apply knowledge of organisation’s objectives, performance, projected areas of growth, product trends and general industry conditions. ● 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. ● Provide reports for management in any or all of the following areas: <ul style="list-style-type: none"> ○ account/financial; ○ staffing; ○ legislative requirements; and ○ other company activities. ● Administer individual executive salary packages, travel expenses, allowances and company transport; administer salary and payroll requirements of the organisation. ● Call centre principal customer contact leader is employed to: <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. ● 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
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Principal Customer Contact Specialist

<p>Employees at this level are employed to:</p> <ul style="list-style-type: none"> ● 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.

Technical Associate

A call centre technical associate is employed to:

- 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.

SCHEDULE B – CALCULATIONS

Classification	Ordinary Hours		Penalty Rates					Casual Rates		
	2019/20 Weekly Rate	2019/20 Hourly Rate	Overtime Mon - Fri (First 2 Hours)	Overtime Mon - Fri (> 2 Hours)	Rostered Saturday	Overtime Saturday (First 2 Hours)	Overtime Saturday (> 2 Hours)	Sunday	Public Holiday	Casual Rates
			150%	200%	125%	150%	200%	200%	250%	125%
Level 1 - Year 1	\$787.60	\$20.73	\$31.10	\$41.46	\$25.91	\$31.10	\$41.46	\$41.46	\$51.83	\$25.91
Level 1 - Year 2	\$826.60	\$21.75	\$32.63	\$43.50	\$27.19	\$32.63	\$43.50	\$43.50	\$54.38	\$27.19
Level 1 - Year 3	\$852.40	\$22.43	\$33.65	\$44.86	\$28.04	\$33.65	\$44.86	\$44.86	\$56.08	\$28.04
Level 2 - Year 1	\$862.50	\$22.70	\$34.05	\$45.40	\$28.38	\$34.05	\$45.40	\$45.40	\$56.75	\$28.38
Level 2 - Year 2	\$878.50	\$23.12	\$34.68	\$46.24	\$28.90	\$34.68	\$46.24	\$46.24	\$57.80	\$28.90
Level 3	\$911.00	\$23.97	\$35.96	\$47.94	\$29.96	\$35.96	\$47.94	\$47.94	\$59.93	\$29.96
Level 4	\$956.70	\$25.18	\$37.77	\$50.36	\$31.48	\$37.77	\$50.36	\$50.36	\$62.95	\$31.48
Level 5	\$995.50	\$26.20	\$39.30	\$52.40	\$32.75	\$39.30	\$52.40	\$52.40	\$65.50	\$32.75
Principal customer contact	\$917.40	\$24.14	\$36.21	\$48.28	\$30.18	\$36.21	\$48.28	\$48.28	\$60.35	\$30.18
Technical Associate	\$1,090.50	\$28.70	\$43.05	\$57.40	\$35.88	\$43.05	\$57.40	\$57.40	\$71.75	\$35.88

Junior Rates	% of Hourly Rate	Classification									
		Level 1 - Year 1	Level 1 - Year 2	Level 1 - Year 3	Level 2 - Year 1	Level 2 - Year 2	Level 3	Level 4	Level 5	Principal customer contact specialist	Technical Associate
Under 16	45%	\$9.33	\$9.79	\$10.09	\$10.22	\$10.40	\$10.79	\$11.33	\$11.79	\$10.86	\$12.92
16 yrs	50%	\$10.37	\$10.88	\$11.22	\$11.35	\$11.56	\$11.99	\$12.59	\$13.10	\$12.07	\$14.35
17 yrs	60%	\$12.44	\$13.05	\$13.46	\$13.62	\$13.87	\$14.38	\$15.11	\$15.72	\$14.48	\$17.22
18 yrs	70%	\$14.51	\$15.23	\$15.70	\$15.89	\$16.18	\$16.78	\$17.63	\$18.34	\$16.90	\$20.09
19 yrs	80%	\$16.58	\$17.40	\$17.94	\$18.16	\$18.50	\$19.18	\$20.14	\$20.96	\$19.31	\$22.96
20 yrs	90%	\$18.66	\$19.58	\$20.19	\$20.43	\$20.81	\$21.57	\$22.66	\$23.58	\$21.73	\$25.83