

# Clerks Private Sector Award 2010

Effective from the first full pay period on or after 1 July 2017





## Clerks – Private Sector Award 2010

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This Award covers employers in the private sector throughout Australia with respect to their employees engaged wholly or principally in clerical, payroll, or administrative duties. This Award and the National Employment Standards (NES) contain the minimum conditions of employment for employees covered by this Award. For further enquiries, contact the VACC Industrial Relations on 03 9829 1123.

Clerks – Private Sector Award 2010 Classification Levels		Weekly rate from 1/7/2017 \$	Hourly rate from 1/7/2017 \$	Casual hourly rate* from 1/7/2017 \$
Level 1	Year 1	738.80	19.44	24.30
	Year 2	775.40	20.41	25.51
	Year 3	799.60	21.04	26.30
Level 2	Year 1	809.10	21.29	26.62
	Year 2	824.10	21.69	27.11
Level 3		854.60	22.49	28.11
Level 4		897.40	23.62	29.52
Level 5		933.80	24.57	30.72

All rates are gross. The weekly rates above are gross based on a 38 hour week.

Clause 19.2(c) – Laundry Allowance	\$3.55 per week
Clause 19.3 – Meal Allowance (Overtime)	\$15.14
Clause 19.4 – Car Allowance Motorcycle Allowance	\$0.78 /km (maximum of 400 kms per week) \$0.26 /km (maximum of 400 kms per week)
Clause 19.6 – First Aid Allowance	\$12.14 per week

\* The casual rate includes a 25% loading for work from 7am to 7pm on Monday to Friday in lieu of all leave entitlements (excluding long service leave).  
The minimum payment per shift for casuals is 3 hours.

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**Clause 18 – Juniors Minimum Wage Rates**

Juniors Level 1 – Year 1 (\$738.80)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	8.75	332.46	10.94
At 16	50	9.72	369.40	12.15
17	60	11.67	443.28	14.58
18	70	13.61	517.16	17.01
19	80	15.55	591.04	19.44
20	90	17.50	664.92	21.87

Juniors Level 1 – Year 2 (\$775.40)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	9.18	348.93	11.48
At 16	50	10.20	387.70	12.75
17	60	12.24	465.24	15.30
18	70	14.28	542.78	17.85
19	80	16.32	620.32	20.41
20	90	18.36	697.86	22.96

Juniors Level 1 – Year 3 (\$799.60)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	9.47	359.82	11.84
At 16	50	10.52	399.80	13.15
17	60	12.63	479.76	15.78
18	70	14.73	559.72	18.41
19	80	16.83	639.68	21.04
20	90	18.94	719.64	23.67

Juniors Level 2 – Year 1 (\$809.10)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	9.58	364.10	11.98
At 16	50	10.65	404.55	13.31
17	60	12.78	485.46	15.97
18	70	14.90	566.37	18.63
19	80	17.03	647.28	21.29
20	90	19.16	728.19	23.95

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## Clause 18 – Juniors Minimum Wage Rates

Juniors Level 2 – Year 2 (\$824.10)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	9.76	370.85	12.20
At 16	50	10.84	412.05	13.55
17	60	13.01	494.46	16.27
18	70	15.18	576.87	18.98
19	80	17.35	659.28	21.69
20	90	19.52	741.69	24.40

Juniors Level 3 (\$854.60)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	10.12	384.57	12.65
At 16	50	11.24	427.30	14.06
17	60	13.49	512.76	16.87
18	70	15.74	598.22	19.68
19	80	17.99	683.68	22.49
20	90	20.24	769.14	25.30

Juniors Level 4 (\$897.40)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	10.63	403.83	13.28
At 16	50	11.81	448.70	14.76
17	60	14.17	538.44	17.71
18	70	16.53	628.18	20.66
19	80	18.89	717.92	23.62
20	90	21.25	807.66	26.57

Juniors Level 5 (\$933.80)				
Age	Percentage wage %	Hourly rate \$	Weekly rate \$	Casual hourly rate* \$
Under 16	45	11.06	420.21	13.82
At 16	50	12.29	466.90	15.36
17	60	14.74	560.28	18.43
18	70	17.20	653.66	21.50
19	80	19.66	747.04	24.57
20	90	22.12	840.42	27.65

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## Clerical Traineeships

Minimum wage rates for Full-time traineeships		Highest year of schooling completed	
Experience	Year 10 per week \$	Year 11 per week \$	Year 12 per week \$
School Leaver	312.20	343.80	409.60
Plus 1 year out of school	343.80	409.60	476.60
Plus 2 years out of school	409.60	476.60	554.70
Plus 3 years out of school	476.60	554.70	635.10
Plus 4 years out of school	554.70	635.10	635.10
5 or more years out of school	635.10	635.10	635.10

Minimum wage rates for Part-time traineeships		Highest year of schooling completed	
Experience	Year 10 per week \$	Year 11 per week \$	Year 12 per week \$
School Leaver	10.27	11.32	13.48
Plus 1 year out of school	11.32	13.48	15.69
Plus 2 years out of school	13.48	15.69	18.24
Plus 3 years out of school	15.69	18.24	20.88
Plus 4 years out of school	18.24	20.88	20.88
5 or more years out of school	20.88	20.88	20.88

Minimum wage rates for School-based traineeships		Highest year of schooling completed	
Employment type	Year 11 per week \$	Year 12 per week \$	
Part time	10.27	11.32	
Casual rates (25%)	12.84	14.15	

## Ordinary Hours of Work and Saturday and Sunday Penalties

Clerical employees may work ordinary hours on the same basis as the majority of employees covered by the VMRSR Award 2010 (See Clause 25.1(b)). This means that clerical employees in the VMRSR sector may be employed on ordinary hours on Saturday at time and a quarter (25%) and Sunday at double time.

## Casual Clerical Employees

The following loadings are in addition to the base hourly rate of pay of the weekly rate:

Day or time worked	% loading
7am to 7pm Monday to Friday	25%
7pm to 7am Monday to Friday	Overtime rates
Saturday 7am to 6 pm (i.e. if clerical employees work at a workplace where the majority are employed under the VMRSR Award)	50%
Saturday – 7am to 12.30pm (car rental)	50%
Saturday after 12.30pm (car rental)	Overtime
Sunday	125%
Public Holidays	175%
Overtime Rates	
The first two hours	75%
Thereafter	125%

## Classifications

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.

### Level 1 (e.g. Receptionist and Record Keeper)\*

#### Characteristics

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.

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.

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.

#### Typical duties/skills

Indicative typical duties and skills at this level may include:

- (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.

\* Note: We have included examples of the types of roles that may typically be found under each level, however, this is a guide only and you will need to assess each employee's duties individually

## Level 2 (e.g. Accounts Clerk)\*

### Characteristics

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.

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.

### Typical duties/skills

Indicative typical duties and skills at this level may include:

- (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.
- (ii) Operation of computerised radio/telephone equipment, micro personal computer, printing devices attached to personal computer, dictaphone equipment, and typewriter.
- (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.
- (iv) Stenographer/person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment.
- (v) Copy typing and audio typing.
- (vi) Maintenance of records and/or journals including initial processing and recording relating to the following:
  - reconciliation of accounts to balance
  - incoming/outgoing cheques
  - invoices
  - debit/credit items
  - payroll data
  - petty cash imprest system
  - letters etc.
- (vii) Computer application involving use of a software package which may include one or more of the following functions:
  - create new files and records
  - spread sheet/worksheet
  - graphics
  - accounting/payroll file
  - following standard procedures and using existing models/fields of information.
- (viii) Arrange routine travel bookings and itineraries, make appointments.
- (ix) Provide general advice and information on the organisation's products and services, e.g. front counter/telephone.

\* Note: We have included examples of the types of roles that may typically be found under each level, however, this is a guide only and you will need to assess each employee's duties individually



### Level 3 (e.g. Accounts Payable, Warranty Clerk, Inventory/Stock Clerk)\*

#### Characteristics

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.

#### Typical duties/skills

Indicative typical duties and skills at this level may include:

- (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.
- (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.
- (iii) \*Apply one or more computer software packages developed for a micro personal computer or a central computer resource to either/or:
  - create new files and records
  - maintain computer based records management systems
  - identify and extract information from internal and external sources
  - use of advanced word processing/keyboard functions.
- (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).
- (v) Application of specialist terminology/processes in professional offices.

### Level 4 (e.g. Payroll Officer, Personal Assistant, and Executive Assistant)\*

#### Characteristics

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. While 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. 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.

#### Typical duties/skills

Indicative typical duties and skills at this level may include:

- (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.
- (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.

\* Note: We have included examples of the types of roles that may typically be found under each level, however, this is a guide only and you will need to assess each employee's duties individually

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- (iii) Advising on/provide information on one or more of the following:
  - employment conditions
  - workers compensation procedures and regulations
  - superannuation entitlements, procedures and regulations
- (iv) \*Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either/or:
  - creating new files and records
  - maintaining computer based management systems
  - identifying and extract information from internal and external sources
  - using of advanced word processing/keyboard functions.

\*Note: These typical duties/skills may be either at Level 3 or Level 4 dependent upon the characteristics of that particular Level.

### Level 5 (e.g. Senior Admin Officer and Office Manager)\*

#### Characteristics

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.

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.

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.

The possession of relevant post-secondary qualifications may be appropriate but are not essential.

#### Typical duties/skills

Indicative typical duties and skills at this level may include:

- (i) Apply knowledge of organisation's objectives, performance, projected areas of growth, product trends and general industry conditions.
- (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.
- (iii) Provide reports for management in any or all of the following areas:
  - account/financial
  - staffing
  - legislative requirements
  - other company activities.
- (iv) Administer individual executive salary packages, travel expenses, allowances and company transport; administer salary and payroll requirements of the organisation.

\* Note: We have included examples of the types of roles that may typically be found under each level, however, this is a guide only and you will need to assess each employee's duties individually



