



Clerks – Private Sector Award 2020
2021 Wage Rates & Allowances Guide

**Effective from first full pay period commencing on or after
1 July 2021**

CONTENTS	PAGE NUMBER
PART 1: WAGE RATES	
<i>ADULT EMPLOYEES</i>	3
Full-Time and Part-Time	
Casual	
PART 2: SUMMARY OF ALLOWANCES	4
PART 3: CLASSIFICATION DEFINITIONS	5

USING THIS GUIDE TO DETERMINE AN EMPLOYEE’S AWARD RATE

STEP 1: *Use the classification definitions contained in Part 3 to determine the level and grade of classification that applies.*

STEP 2: **Refer to the appropriate classification in the rates tables in Part 1.**

IMPORTANT INFORMATION ABOUT THIS GUIDE

- *These are the minimum wage rates and allowances applicable to employees employed under the Clerks – Private Sector Award 2020 (‘Clerks award’), which is an occupation-based instrument.*
- *Employees who are engaged by an employers covered by a modern award that contains clerical classifications (including the Hospitality Industry (General) Award 2020) are excluded from coverage under the Clerks award.*
- *For the details of all terms and conditions beyond those contained in this Guide, refer to a copy of the full Clerks award.*
- *Whilst due care has been taken in preparing this information, no responsibility is accepted by the Queensland Hotels Association (“QHA”) for the accuracy of the information. The QHA does not accept legal liability and is expressly disclaimed for any damage that may arise from any person acting on the information contained therein arising from or connected to the accuracy, reliability or completeness of the information.*

PART 1: WAGE RATES**ADULT****FULL AND PART-TIME**

NOTE: Not all of the provisions of the Clerks award are listed in this Guide. For further information on employment entitlements and conditions, please refer to the Clerks award.

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS		
	WEEKLY	7AM - 7PM	SATURDAY 7AM - 12:30PM	SUNDAY	PUBLIC HOLIDAY
	(\$)	100%	125%	200%	250%
Level 1-Year 1	\$821.40	\$21.62	\$27.03	\$43.24	\$54.05
Level 1-Year 2	\$862.10	\$22.69	\$28.36	\$45.38	\$56.73
Level 1-Year 3	\$889.00	\$23.39	\$29.24	\$46.78	\$58.48
Level 2-Year 1	\$899.50	\$23.67	\$29.59	\$47.34	\$59.18
Level 2-Year 2	\$916.20	\$24.11	\$30.14	\$48.22	\$60.28
Level 3	\$950.10	\$25.00	\$31.25	\$50.00	\$62.50
Call Centre Principal Customer Contact Specialist	\$956.80	\$25.18	\$31.48	\$50.36	\$62.95
Level 4	\$997.70	\$26.26	\$32.83	\$52.52	\$65.65
Level 5	\$1,038.20	\$27.32	\$34.15	\$54.64	\$68.30
Call Centre Technical Associate	\$1,137.30	\$29.93	\$37.41	\$59.86	\$74.83

ADULT**CASUAL**

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS		
	7AM - 7PM	SATURDAY 7AM -	SUNDAY	PUBLIC HOLIDAY	
	Hourly Rate (\$)	125% plus casual loading	200% plus casual loading	250% plus casual loading	
Level 1-Year 1	\$27.03	\$32.43	\$48.65	\$59.46	
Level 1-Year 2	\$28.36	\$34.04	\$51.05	\$62.40	
Level 1-Year 3	\$29.24	\$35.09	\$52.63	\$64.32	
Level 2-Year 1	\$29.59	\$35.51	\$53.26	\$65.09	
Level 2-Year 2	\$30.14	\$36.17	\$54.25	\$66.30	
Level 3	\$31.25	\$37.50	\$56.25	\$68.75	
Call Centre Principal Customer Contact Specialist	\$31.48	\$37.77	\$56.66	\$69.25	
Level 4	\$32.83	\$39.39	\$59.09	\$72.22	
Level 5	\$34.15	\$40.98	\$61.47	\$75.13	
Call Centre Technical Associate	\$37.41	\$44.90	\$67.34	\$82.31	

PART 2: SUMMARY OF ALLOWANCES

NOTE: Not all allowances are listed in this section. For further information on employment entitlements and conditions, please refer to the Clerks award.

WAGE- RELATED ALLOWANCES

Wage-related allowances are calculated based on a percentage of the weekly standard rate, which is defined in clause 2 of the Clerks award as the minimum weekly rate for the Level 2, Year 1 classification.

ALLOWANCE	CLAUSE	CONDITIONS	% of standard rate	\$	PAYABLE
FIRST AID	19.2(b)	Applies to an employee who: Has a current first aid qualification from St John Ambulance or a similar body, and; Is appointed by the employer to perform first aid duty.	1.50%	\$13.49	per week

EXPENSE-RELATED ALLOWANCES

Expense-related allowances are adjusted by reference to the Consumer Price Index (CPI).

ALLOWANCE	CLAUSE	CONDITIONS	\$	PAYABLE
LAUNDRY				
Full-Time Employees	19.4(d)(i)	Applies if an employee is required to launder a uniform they are directed to wear	\$3.55	per weeeek
Part-Time and Casual Employees	19.4(d)(ii)		\$0.71	per shift
MEAL				
1.5 - 4 hours overtime worked	19.5(b)(i)	Applies if an employee is not given at least 24 hours'notice of the requirement to work more than 1.5 hours overtime following their ordinary finish time.	\$16.53	per occasion
4+ hours overtime worked	19.5(c)		\$13.23	

PART 3: CLASSIFICATION DEFINITIONS

NOTE: The below is an extract from Schedule A of the Clerks award.

A.1 Classifying employees

- A.1.1** The classification criteria in this Schedule provide guidelines to determine the appropriate classification level of employees covered by this award. In determining that level, consideration must be given to both the characteristics and typical duties and skills of the level.
- A.1.2** However, 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.
- A.1.3** The typical duties and skills are non-exhaustive lists of those that may be required within the particular level. They are an indicative guide only and, at any particular level, employees may be expected to undertake duties of a lower classification level. Depending on the particular task, employees at a given level may perform or exercise one or more duty or skill listed.
- A.1.4** 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 as such.

NOTE 1: Some duties and skills appear in more than one level, however assigning a classification needs to be done by reference to the specific characteristics of the level. For example, an employee must be classified at Level 2 when they have achieved the level of skill and competency envisaged by the characteristics and the relevant indicative duties and skills of a Level 2. Therefore, an employee who operates a word processor or typewriter is not automatically to be classified at Level 2 despite word processing and copy typing being first specifically mentioned at Level 2.

NOTE 2: Level 1 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.

A.2 Level 1

A.2.1 Characteristics

- (a) Employees at this level include initial recruits who have limited relevant experience. Initially work is performed under close direction using established practices, procedures and instructions.
- (b) Employees at this level 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.
- (c) 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.

A.2.2 Typical duties and skills

Indicative typical duties and skills at this level may include:

- (a) reception or switchboard duties including:
 - (i) directing telephone callers to appropriate staff;
 - (ii) issuing and receiving standard forms;
 - (iii) relaying internal information;
 - (iv) greeting visitors;
- (b) maintaining basic records;
- (c) filing, collating and copying documents;
- (d) handling or distributing mail including messenger service;
- (e) dealing with accounts, invoices, orders and store requisitions through recording, matching, checking and batching;
- (f) operating a keyboard and related business equipment in order to achieve the competency in Level 2.

A.2.3 Typical duties and skills—Call centre customer contact trainee

A call centre customer contact trainee is employed to perform customer contact functions with direct supervision.

A.3 Level 2

A.3.1 Characteristics

- (a) This level caters for employees who have had sufficient experience or training to enable them to carry out their assigned duties under general direction.
- (b) 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.
- (c) The work of employees at this level may be subject to final checking and, as required, progress checking.
- (d) Employees at this level may be required to check the work or provide guidance to other employees at a lower level or provide assistance to less experienced employees at the same level or any combination of one or more of these requirements.

A.3.3 Typical duties and skills

Indicative typical duties and skills at this level may include:

- (a) reception or switchboard duties set out in Level 1 and, in addition, responding to enquiries, as appropriate, consistent with their knowledge of the organisation's operations and services or where presentation, or the use of interpersonal skills, is a key aspect of the position;
- (b) operation of business equipment including computerised radio or telephone equipment, computers, printing devices, dictaphone equipment and typewriters;
- (c) word processing, such as the use of a word processing software package to create, format, edit, correct, print and save text documents such as standard correspondence and business documents;
- (d) stenographer or person employed to take shorthand and to transcribe by means of appropriate keyboard equipment;
- (e) copy typing and audio typing;
- (f) maintenance of records or journals (or both) including initial processing and recording relating to the following:
 - (i) reconciliation of accounts to balance; and

- (ii) incoming or outgoing cheques; and
- (iii) invoices; and
- (iv) debit or credit items; and
- (v) payroll data; and
- (vi) petty cash imprest system; and
- (vii) letters;
- (g) computer applications, including using a software package which may include one or more of the following functions:
 - (i) create new files and records;
 - (ii) spreadsheet or worksheet;
 - (iii) graphics;
 - (iv) accounting or payroll file;
 - (v) following standard procedures and using existing models or fields of information;
- (h) arrange routine travel bookings and itineraries or make appointments;
- (i) provide general advice and information on the organisation's products and services such as at the front counter or by telephone.

A.3.3 Typical duties and skills—Call centre customer contact officer grade 1

- (a) A call centre customer contact officer grade 1 is employed to:
 - (i) use known routines and procedures;
 - (ii) have some accountability for quality of outcomes;
 - (iii) receive calls;
 - (iv) use common call centre technology;
 - (v) enter and retrieve data;
 - (vi) work in a team;
 - (vii) manage their own work under guidance;
 - (viii) provide at least one specialised service such as sales and advice for products and services, complaints or fault enquiries and data collection surveys.
- (b) A call centre customer contact officer must be classified at this level if they hold a Certificate II in Telecommunications (Customer Contact) or equivalent and are employed to perform the duties and skills listed under clause (a).

A.4 Level 3

A.4.1 Characteristics

- (a) Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work.
- (b) Employees at this level 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.
- (c) Employees at this level may be required to give assistance 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 should be able to train such employees by means of personal instruction and demonstration.

A.4.2 Typical duties and skills

Indicative typical duties and skills at this level may include:

- (a) preparing cash payment summaries, banking reports and bank statements; calculating and maintaining wage and salary records; following credit referral procedures; applying purchasing and inventory control requirements; and posting journals to ledger;
- (b) providing specialised advice and information on the organisation's products and services;

- (c) responding to clients, the public or suppliers' problems within own functional area utilising a high degree of interpersonal skills;
- (d) *applying computer software in order to:
 - (i) create new files and records;
 - (ii) maintain computer based records management systems;
 - (iii) identify and extract information from internal and external sources; or
 - (iv) use advanced word processing or keyboard functions;
- (e) arranging travel bookings and itineraries, making appointments, screening telephone calls, responding to invitations, organising internal meetings, establishing and maintaining reference lists or personal contact systems;
- (f) applying specialist terminology and processes in professional offices.

A.4.3 Typical duties and skills—Call centre customer contact officer grade 2

- (a) A call centre customer contact officer grade 2 is employed to:
 - (i) perform a broader range of skilled operations than grade 1;
 - (ii) exercise some discretion and judgment in the selection of equipment, services or contingency measures;
 - (iii) work within known time constraints;
 - (iv) provide multiple specialised services to customers (including complex sales, service advice for a range of products or services, and difficult complaint and fault inquiries);
 - (v) deploy service staff using multiple technologies;
 - (vi) exercise a limited amount of leadership over less experienced employees.
- (b) An employee must be classified at this level if they hold a Certificate III (Customer Contact) or equivalent and are employed to perform the duties and skills listed under clause 0.

* NOTE: These typical duties and skills may be either at Level 3 or Level 4 depending on the characteristics of that particular level.

A.5 Call Centre Principal Customer Contact Specialist

Employees at this level are employed to:

- (a) perform a broad range of skilled applications; and
- (b) provide leadership as a coach, mentor or senior staff member, and provide guidance in the application and planning of skills; and
- (c) work with a high degree of autonomy with the authority to make decisions in relation to specific customer contact matters; and
- (d) take responsibility for the outcomes of customer contact and resolve complex situations.

A.6 Level 4

A.6.1 Characteristics

- (a) Employees at this level will have achieved a level of organisation or industry specific knowledge sufficient for them to give advice or information to the organisation and clients in relation to specific areas of their responsibility.
- (b) Employees at this level require only limited guidance or direction and would normally report to more senior staff as required.
- (c) A principal feature, but not a requirement, of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordination of work flow, checking of progress, quality of work and resolving problems.
- (d) Employees at this level exercise initiative, discretion and judgment at times in performing their duties.
- (e) Employees at this level are able to train employees in Levels 1-3 by personal instruction and demonstration.

A.6.2 Typical duties and skills

Indicative typical duties and skills at this level may include:

- (a) secretarial and executive support services including:
 - (i) maintaining executive diary; and
 - (ii) attending executive and organisational meetings and taking minutes; and
 - (iii) establishing and maintaining current working and personal filing systems for executive; and
 - (iv) answering executive correspondence from oral or handwritten instructions;
- (b) ability to prepare financial or tax schedules, calculate costings, wage or salary requirements; complete personnel or payroll data for authorisation; reconcile accounts to balance;
- (c) advising or providing information on one or more of the following:
 - (i) employment conditions;
 - (ii) workers compensation procedures and regulations;
 - (iii) superannuation entitlements, procedures and regulations;
- (d) *applying one or more computer software packages to:
 - (i) create new files and records; or
 - (ii) maintain computer based management systems; or
 - (iii) identify and extract information from internal and external sources; or
 - (iv) use advanced word processing/keyboard functions.

A.6.3 Typical duties and skills—Call centre customer contact team leader

- (a) A call centre customer contact team leader is employed to:
 - (i) perform a broad range of skilled applications;
 - (ii) evaluate and analyse current practices;
 - (iii) develop new criteria and procedures for performing current practices;
 - (iv) provide leadership in team leader role and provide guidance to others in the application and planning of skills;
 - (v) work with a high degree of autonomy and exercise authority to take decisions in relation to specific customer contact matters.
- (b) An employee must be classified at this level if they hold a Certificate IV (Customer Contact) or equivalent and are employed to perform the duties and skills under clause 0.

* NOTE: These typical duties and skills may be either at Level 3 or Level 4 depending on the characteristics of that particular level.

A.7 Level 5

A.7.1 Characteristics

- (a) Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.
- (b) Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant 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, with the relevant field or fields of their expertise.
- (c) Employees at this level are responsible 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:
- (d) Employees at this level would also be able to:
 - (i) train and supervise employees in lower levels by means of personal instruction and demonstration; and

- (ii) assist in the delivery of training courses.
- (e) Employees at this level would often exercise initiative, discretion and judgment in the performance of their duties.
- (f) Employees at this level may possess relevant post-secondary qualifications. However, this is not essential.

A.7.2 Typical duties and skills required

Indicative typical duties and skills at this level may include:

- (a) Application of knowledge of organisation's objectives, performance, projected areas of growth, product trends and general industry conditions;
- (b) application of computer software packages including the integration of complex word processing and desktop publishing, text and data documents;
- (c) providing reports for management in any or all of the following areas:
 - (i) accounts and finances; and
 - (ii) staffing; and
 - (iii) legislative requirements; and
 - (iv) other company activities;
- (d) administering individual executive salary packages, travel expenses, allowances and company transport; administering salary and payroll requirements of the organisation.

A.7.3 Typical duties and skills—Call centre principal customer contact leader

A call centre principal customer contact leader is employed to:

- (a) 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;
- (b) coordinate the work of a number of teams within a call centre environment;
- (c) have a number of specialists or supervisors reporting to them.

A.7.4 An employee must be classified at this level if they hold a Diploma—Front Line Management or equivalent and is employed to perform the duties and skills under clause 0.

A.8 Call centre technical associate

A.8.1 A call centre technical associate is employed to:

- (a) 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; and
- (b) contribute to the development of a broad plan, budget or strategy; and
- (c) work with a high degree of autonomy and be accountable and responsible for themselves and others in achieving outcomes (some supervision may be required); and
- (d) be involved in the design, installation and management of telecommunications computer equipment and system development; and
- (e) assess installation requirements; and
- (f) design systems; and
- (g) plan and perform installations; and
- (h) install and manage data communications equipment and find faults.