

Fair Work Australia

"Smalls Recruiting Enterprise Agreement 2009"

Payrates, Classifications and Minimum Wage rates

Rates commencing pay week ending 11th July 2016

Grade	Summary Description	Minimum Rate
	Clerical/ Administrative/ Call Centre/ Engineering & Technical Skill Hire Employees (for a full description see EBA)	
	- Ensure pay is above minimum	
Grade 1 - Entry (incorporating Steps 1, 2, 3)	Under close supervision, limited range of tasks, established routines, limited discretion, opens computer files, retrieves and copy data, examples: - mail room, record petty cash. Reception/switch, Call Centre inbound/outbound entry level, Recently Graduated Engineer, Technical officer etc.	\$23.53
Grade 2 - Entry (incorporating Steps 1, 2, 3)	Under general supervision, performs a range of tasks, choice of actions clear, established routines, some discretion, enters, changes, deletes data into computers, examples:- receives and makes calls, reconciles invoices, enters payments, posts journals. Call Centre manage own work under guidance, Engineering or Technical staff under routine supervision	\$25.76
Grade 3	Limited supervision, may be responsible for work of others, applies knowledge with depth, a broad range of skills, some discretion required, examples: - creates files, drafts correspondence or engineering plans, clarifies clients/ employees needs, provides follow up, identifies options, range of financial, engineering or technical tasks. Call Centre provide multiple specialised services to customers incl complex sales, service advice for a range of products and services, handling complaints	\$27.22
Call Centre Principal customer contact specialist	High degree of autonomy with the authority to make decisions in relation to specific customer contact matters; perform a broad range of skilled applications, provide leadership as a coach mentor or senior staff member and provide guidance in the applicaton and planning of skills; take responsibility for the outcomes of customer contact and resolve complex situations	\$27.40
Grade 4	Works without supervision, can be responsible for work of others, complex range of tasks, and choice of actions to choose from, examples:- devises filing system, design formats, record minutes, plan work for team, high level PA work, Call Centre Team Leader, prepare work schedules for project teams, prepare financial or engineering, technical reports. Able to train employees in Levels 1 – 3 by personal instruction	\$29.75
Junior Rates - % of above grades	Under 16 – 45%, 16 and under 17 – 50%, 17 and under 18 – 60%, 18 and under 19 – 70%, 19 and under 20 – 80%, 20 and under 21 – 90%. Adult rate from 21	

The above rates include a casual loading of 25% and are in lieu of annual leave, paid personal/cares leave, notice periods, redundancy and public holidays. Exemption rate \$35.25 (18.5% above Grade 4)