

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA00/258

TITLE: Arthur Yates & Co Ltd Clerical & Administrative Enterprise Agreement

I.R.C. NO: 2000/3581

DATE APPROVED/COMMENCEMENT: 8 August 2000/1 March 2000.

TERM: 24 months

**NEW AGREEMENT OR
VARIATION:** New

GAZETTAL REFERENCE: 6 October 2000

DATE TERMINATED:

NUMBER OF PAGES: 15

COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to employees engaged in a clerical capacity

PARTIES: B Adams -&- Arthur Yates & Co Limited, T Bowden, D Cini, J Crane, M Crockett, w Durose, C Ferguson, E Folder, M Gangas, G Harvey, N Jacobsen, N Johnson, R Johnson, B Lawler, L Lewis, I Lillyman, K Meekin, K Moran, P Nisha, N Ojeda, S Schmierer, S Sharpe, C Tucker, K Vassallo, A Walden, L Winkworth

Registered
Enterprise Agreement

Industrial Registrar

**ARTHUR YATES & Co LTD CLERICAL & ADMINISTRATIVE
ENTERPRISE AGREEMENT**

PREAMBLE

This Agreement has been negotiated between Arthur Yates & Co. Limited ("the Company") and persons employed in a clerical capacity by the Company.

The Agreement establishes Terms & Conditions for people employed in this capacity and is based on the provisions of the Clerical and Administrative Employees (State) Award ("the Award"). The conditions of this Award apply unless specifically varied by this Agreement.

The Agreement was freely entered into by both parties without any duress.

TERMS OF AGREEMENT

The following have been agreed as the terms of this Agreement;

1. COMMITMENT TO DEVELOP AND MODERNISE AGREEMENT

1.1 Both parties will continue to:

1.1.1 negotiate ways to develop the Agreement which allows the Company to operate in a flexible manner, optimise productivity and increase operational efficiency.

1.1.2 test and review the wage and classification structure in order to ensure:

- it does not disadvantage any employee, without creating any false expectation for an employee or unreasonable expectation by the Company.
- it provides access to training in order for employees to undertake a wider range of duties for either job growth or promotion.
- that employees can perform all reasonable duties that are incidental or peripheral to their designated classification in order to effectively and efficiently undertake their main tasks or duties.

1.1.3 discuss and negotiate, in either a general or specific way, any Award matter or any reasonable provision or arrangement which is consistent with the objective of providing more flexible and productive working arrangements, improving the quality of working life, enhancing the skills and job satisfaction of employees, or assists positively in the overall process of restructuring.

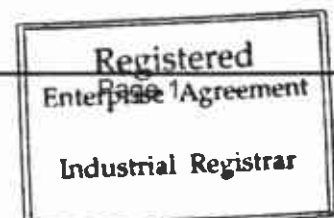
1.2 No changes will be implemented without genuine agreement between the Company and the Employees.

2. ALTERNATIVES FOR WORKING A 38 HOUR WEEK

2.1 Where mutually agreed the Company may require, employees to work ordinary hours of work under any of the following arrangements:

2.1.1 By employees working a 4 Day Working Week, comprising of; 10 hours x 3 days (Monday to Friday) and 8 hours x 1 day (Monday to Friday)

2.1.2 By employees working a 10 day cycle, for the following hours of 8 hours x 9 days, 4 hours x 1 day (each alternate Friday)



[REDACTED]

2.1.3 By employees working an arrangement of hours of; 8 hours x 4 days p.w. Monday to Friday 6 hours on Saturday. Where Saturday is worked by agreement, no penalties apply.

- 2.2 During the "peak" months, employees may be required to work up to 10 hours per day. Payment shall be for 7.6 hours per day with 2.4 hours "banked" for the work in excess of 7.6 hours. This "banked" time shall accumulate and may be taken off in banks of days (7.6 hours) during "off peak" and "standard" months, Provided that;
- no more than one such day shall be taken off during any one week, other than by mutual agreement with their supervisor and;
 - that employees shall remain entitled to ordinary pay of 38 hours for the week in which the accumulated day is taken off. Overtime rates will apply for time worked in excess of the hours for which the employee is rostered to work on any one day.

Operation of Provisions

- 2.3 The provisions stated in 2.1 above shall operate so as to provide for an averaging of actual pay over the whole of the work period, except for overtime worked which shall stand outside of the provisions. Therefore, during the "peak" months of work, when employees may be required to work up to 10 hours per day, employees shall receive standard pay as for 38 hours of work, with any additional time worked in excess of 7 hours 36 minutes per day being applied to the bank accumulation.
- 2.4 Such accumulated hours shall be taken as time "off" during the "off peak" months under an arrangement which is agreed between the parties. For example:
- 2.4.1 Under arrangements where employees work hours of work during the "peak" period which have an accumulation of hours, such hours as are accumulated shall be offset by working arrangements during the "off peak" period which allows for the periodic taking off of time until the accumulated hours have been taken off.
- 2.4.2 During the "standard" period, employees shall work either a normal 7.6 hour day or an 8 hour day with accumulation of 0.4 hours per day for a periodic rostered day off.

Payment of Wages under Arrangements

- 2.5 It is the intention of the provisions to provide for normal working hours during "peak" periods to be extended to meet the operating requirements of the enterprise, to be offset by employees being required to work lesser number of hours as ordinary time during periods of lesser demand. It is the further intention of the provisions to allow for averaging of payments of wages so that employees receive a standard and predictable wage for each period of work in which they undertake the ordinary work required for the period.
- 2.6 To achieve this objective, employees will be paid for each week of ordinary work no less than at the rate prescribed for the classification of work irrespective of the ordinary number of hours prescribed for the period. Where such work is more than 7.6 hours per day, employees shall be paid as for 7.6 hours, with the excess balance accumulating to the employee's credit. Where such work is less than 7.6 hours per day on average taken over the week, on the basis that "offset" time has been taken off in the week, payment shall nevertheless be for 7.6 hours per day, on the basis that the time taken off is deducted from the time standing as accumulated time to the credit of the employee, and subject to the number of hours standing to the

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accumulation of the employee not being exceeded.

Overtime

- 2.7 Under all work arrangements, (excepting the provisions in Clause 4,) overtime shall be paid for all hours which are worked in excess of the hours provided for the day or outside the span of ordinary hours provided herein. For example, an employee who has been rostered to work 6.2 hours on any one day on the basis that time off is being taken to offset accumulated time, shall be paid at the overtime rate of pay provided for all time worked in excess of 6.2 hours on such day, and so on.

Company to Advise Employees

- 2.8 Under the foregoing arrangements for work, management shall advise employees at the commencement of any work under the accumulation provisions, the hours of work which will be rostered as "normal" and the provisions which are intended to "offset" the accumulated hours. The arrangements may only be altered by mutual agreement.
- 2.9 Except where otherwise provided, hours shall be worked each continuously, except for meal breaks. Hours which are worked in excess of ordinary hours provided shall be paid at the overtime rates provided in the award or the employee allowed time off in lieu of payment as alternatively provided.

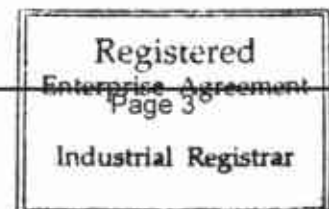
3. GENERAL PROVISIONS RELATED TO WORKING A 38 HOUR WEEK

Subject to existing provisions in the Award relating to the span of ordinary working hours:

- 3.1 Starting time for employees may be staggered to ensure that the workplace is staffed by an employee at all times, working ordinary hours of work.
- 3.2 The Company may transfer employees from one system for working ordinary hours to another on the giving of seven (7) clear days notice of its intention to do so. The Company for its part shall have regard to individual personal circumstances of any affected employee and any potential hardship which may arise from a requirement that the employee change his or her arrangements for work.
- 3.3 An employee who has accumulated an entitlement for taking rostered days off of three (3) days, may seek to redeem payment on account of accrued entitlement, on the basis that there will remain at least one (1) day as entitlement for a rostered day off for the employee. Such redemption payment must be mutually agreed with management.

4. OVERTIME

- 4.1 The Company may require clerical employees to work up to one hour per day (to a maximum of 5 hours per week) without the payment of overtime penalty. The overtime requirement under this provision would not exceed 50 hours in any one year.
- 4.2 Overtime worked in excess of 5 hours per week or 50 hours in any one year shall be at the rate of time and one half for the first hour and double time thereafter PROVIDED that all work performed under such arrangement is within the span of ordinary hours. All work performed outside the span of ordinary hours shall be paid at the appropriate overtime rates on the basis of actual time worked. Each days overtime shall stand alone.



Handwritten signatures and initials:
A large signature that appears to be "Caw".
A smaller signature that appears to be "Gib".
The initials "Kh." written below the signatures.

- 4.3 Where an employee has worked a 10 hour day, as provided in 1.2 above, he/she will be permitted a crib break of 20 minutes prior to commencing overtime. In all other instances, the crib break will be taken at completion of 10 hours on the day; being an accumulation of ordinary hours and overtime hours, provided that work is continued beyond that time and irrespective of the fact that more than 5 hours may have been worked since a break had been previously taken.
- 4.4 An employee who works overtime for more than two hours on any day or shift after the fixed ceasing time and which overtime extends beyond 6.00 p.m. on the day of work, shall be paid the amount of \$8-00 as a meal allowance unless notified on the previous day of the intention to work such overtime. Should an employee be notified of the intention to work overtime and then not be called upon to do so, he/she shall be paid the \$8-00 meal allowance.
- 4.5 Part-time and casual employees may be required to work additional hours to the number of hours which they are primarily engaged. In this event, overtime will be paid only for such hours worked in excess of that for a full time employee.

5. TERMS OF ENGAGEMENT

Employees may be employed by the Company under fixed term conditions, providing for:

5.1 Fixed Term Employees

- 5.1.1 A term fixed for some special duration, e.g. during the peak spring period or any other period of seasonal demand, or to replace an employee absent on an extended period of leave or other cause.
- 5.1.2 A term providing for specified hours to be worked on nominated days or to meet some particular circumstances for the Company, which may include, but not be limited to, one day in a period on a regular basis. This clause may be used to engage persons during ordinary time worked on Saturday mornings for example.

5.2 Casual Employees

- 5.2.1 Casual employee shall mean one who is engaged and paid as such on a daily basis and whose spread of ordinary hours shall be as specified in Clause 3 of this agreement.
- 5.2.2 Casual employees shall be paid at an hourly rate equal to the appropriate weekly rate divided by thirty-eight, plus 20 percent with a minimum payment of four hour's work at the appropriate rate.

5.3 Job Sharing

- 5.3.1 Job sharing is an arrangement where two or more employees voluntarily share all of the duties and responsibilities of a permanent full-time position. Employees who job share will continue to participate in employee development programs and career development activities.

Access to Job Sharing

- 5.3.2 Job sharing will be available by agreement between an employer and the employees concerned.

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- 5.3.3 The employer will co-ordinate, subject to the needs of the business, employees' requests in relation to job sharing.

Hours of Work

- 5.3.4 The job sharers will discuss with the employer arrangements to determine how the job is to be split and agree the hours to be worked by each job share partner.
- 5.3.5 The combined hours of work of each of the job share partners shall not exceed 152 hours per four weekly cycle, except where paid as overtime or as accrued time.
- 5.3.6 Each job sharer's four weekly cycle hours will be set as "ordinary pattern of hours" and will not be changed except by mutual consent of both the job sharers and the employer, or otherwise by virtue of the application of the terms hereof or under some extraordinary or exceptional circumstances.

Overlap Time

- 5.3.7 Communication between the job sharers in a position is of vital importance. Where continuity is needed, each sharer's normal established hours should as far as possible, include overlap time for mutual discussion and briefing.

Absences on Leave

- 5.3.8 In the case of a short-term casual absence such as sick leave of any job sharers' partner, any or each of the remaining job sharers may volunteer to relieve, either for the full period of the absence or for part thereof, to be filled by any of the other partners.
- 5.3.9 In the case of planned or structured absence, the job sharers may elect to take such leave conjointly. Where business needs dictate that the absence of the job sharer be covered, it is seen as highly desirable that the remaining job sharers relieve in the position under an arrangement to be agreed with the employer.

Overtime

- 5.3.10 A job sharer shall be paid overtime at the applicable rates for all hours which are worked in addition to the 152 hours over the four week cycle or ordinary pattern of hours or for any time worked outside the span of ordinary hours provided under the agreement.
- 5.3.11 A job sharer who volunteers to relieve in another portion of the job sharing position during periods of sick leave, annual leave or other authorised absences, shall however, only be entitled to payment at single time for the periods when relief is given. Work performed in excess of the standard hours for that position will be paid for at the overtime rates detailed above.
- 5.3.12 In lieu of being paid the overtime payment prescribed herein, job sharers may be granted time off in lieu with respect to all overtime worked.

Salary and Conditions of Employment

- 5.3.13 Subject to this provision, job sharers shall receive pro rata the pay and conditions for

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the relevant classification of the position filled in proportion that the hours worked by each job sharer has to be the ordinary hours which would have been worked by a full time employee in the position, calculated over a four week period.

Contract of Employment and Job Sharing Agreement

- 5.3.14 The working arrangements and responsibilities for a particular position shall be mutually determined by the employer and the job sharers, including any variations in such working arrangements and responsibilities that may be required to be made from time to time.
- 5.3.15 The contract of employment will incorporate such matters as the number of hours to be worked by each job sharer, when those hours are to be worked, overlap time, the job description for the position and procedures that outline the termination of the contract. The job description issued will be that prepared for the established position.

Variation of Job Sharing Position

- 5.3.16 The status, classification, nature and responsibility of a position shall not alter whether the position is being filled on a share or individual basis.
- 5.3.17 An individual job sharer may indicate their intention to terminate a job sharing arrangement on the giving of four weeks' notice in writing to the employer.
- 5.3.18 In the event one job sharer vacates the position for whatever reason, a remaining job sharer may at the discretion of the employer, be provided with the option in the first instance of having sole appointment to the position and assuming all work and hours. If this option is unacceptable to the other job share partner(s) who request to continue on a job share basis, the employer will actively endeavour to find a new job share partner and a new agreement is to be negotiated.
- 5.3.19 During this period, the remaining job share partner(s) shall provide the relieving work prescribed in sub-clause 5.3.8 hereof as applying to periods of leave of absence.
- 5.3.20 In the event that a suitable replacement job share partner cannot be found, the employer shall have the option of offering the remaining job share partner(s) a new arrangement to each work additional hours, or to terminate the employment of the remaining job sharers on the giving of the prescribed notice on the grounds that the contract of employment has been fundamentally frustrated.

Continuity of Service

- 5.3.21 A change in the mode of employment from full-time or part-time to job sharing or vice versa does not break continuity of employment or service. All accrued benefits are fully transferable from one mode of employment to another.
- 5.3.22 For formal purposes, the contract of service with the remaining job share partner(s) shall be deemed to have terminated on the termination of one or more of the job sharer(s), and thereafter continue on a day-to-day basis until resolution is achieved under the provisions hereof.

6. PROVISIONS RELATING TO "SICK LEAVE" AND/OR FAMILY LEAVE'

The employee may utilise sick leave for the purpose of attending and caring for an immediate family member or the employee's partner who is suffering an illness or incapacity, provided that all of the conditions pertaining to the employee's own claimed illness or incapacity shall apply, including with respect to providing relevant substantiation of the illness or incapacity.

7 PROVISIONS RELATING TO BEREAVEMENT LEAVE

Subject to the provisions of the Award relating to Bereavement Leave, employees may utilise any untaken sick leave up to a maximum of 3 days on each occasion, subject to the employee providing supporting material demonstrating a genuine bereavement arising from the death of an immediate family member or close personal associate (including a partner or partner's family).

8. PICNIC DAY

8.1 The provision whereby the one additional day holiday in each calendar year is to be observed on the day when the majority of employees in the establishment observes a day as an additional holiday (historically referred to as "picnic day") shall not continue, but, instead, an employee may agree with the Company for one day to be observed in each calendar year. Such additional day holiday is not cumulative nor does it attract annual leave loading and must be taken within each calendar year.

8.2 For the purposes of this Agreement, "calendar year" shall mean the 12 months period from 1 January and finishing 31 December.

9 WAGES AND CLASSIFICATION OF EMPLOYEES

9.1 Subject to the provisions set out in the Skills Matrix relating to the classification of employees, individual performance within a classification will be assessed and evaluated by the Company, and shall be determined by reference to a job matrix, which will provide for the relevant skills and performance criteria which the Company sees as applying to each position within the Company classification structure, set out in Appendix A.

9.2 The following rates of pay have been agreed to apply to the clerical employees classified within the Classification Structure set out in Appendix A.

Grade	Min Level Rate	First Installment March 2000 – 3.5%	Second Installment March 2001 – 3.5% or 4% subject to meeting budget
Grade 1			
Level 1	\$481.30	498.15	515.60
Level 2	\$499.80	517.30	535.40
Grade 2			
Level 1	\$518.25	536.40	555.20
Level 2	\$536.80	555.60	575.05
Grade 3			
Level 1	\$555.30	574.75	594.85
Level 2	\$573.90	594.00	614.80
Level 3	\$588.25	608.85	630.15
Grade 4			
Level 1	\$592.35	613.10	634.55
Level 2	\$610.95	632.35	654.50

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Level 3	\$626.20	648.10	670.80
Grade 5	\$654.00	676.90	700.60

9.3 The rates of pay are represented by the parties as being consistent with contemporary wage fixing principles of the New South Wales Industrial Relations Commission, as well as reflecting the objective of the parties to implement a rate of pay consistent with the skills and knowledge levels of the Company employees engaged to perform the work prescribed.

10 TRAINING

The provisions of the aforementioned Award will apply. In addition the Company will consult with the Union and the Works Committee with a view to developing and implementing training programmes. Otherwise the Company may apply in-house training programmes for employees where training is appropriate for skill development and for the work undertaken.

11 DISPUTES SETTLING PROCEDURE

11.1 In order to promote speedy, effective and informal resolution of problems it is agreed that the employee with a grievance will first discuss the matter with the immediate supervisor, or if this is inappropriate with the next immediate supervisor, and every effort should be made to resolve it at this early stage. The immediate supervisor will respond to the employee's grievance as soon as possible, and unless there are exceptional circumstances, within 24 hours.

11.2 It is recognised that not all problems will be resolved in this manner. Therefore the following formal procedure for the resolution of problems is agreed.

Stage 1: If the issue is not resolved informally between the employee and the immediate supervisor, the employee may then seek advice from the union delegate and together they may approach the immediate supervisor.

Stage 2: If the issue is not resolved at Stage 1, the employee and the union delegate will confer with the immediate supervisor and Department Manager.

Stage 3: If the matter remains unresolved the employee and the union delegate and if required the union organiser will confer with the Department Manager and Human Resources Management.

Stage 4: The Company and the union are totally committed to resolving grievances within the above stages, however, if the matter cannot be settled by the parties they will agree to refer the matter to the N.S.W. Industrial Relations Commission for decision which will be binding on and accepted by all parties.

The parties will request the arbitrator to determine positively in favour of either the company or the grievant after taking into account any common ground achieved between the parties.

11.3 In making the above commitments the parties recognise that in exercising the company's right to manage and to decide finally on the operation of the plant, it must take due account of the undertaking of the union and the employees to continue normal work while the matter in dispute is being resolved through the agreed procedures.

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- 11.4 The company recognises and accepts that there will be circumstances when the implementation of a contested management decision may be delayed, pending the finalisation of the matter under the agreed procedures. The union and employees recognise and accept that in some cases, dismissal for gross misconduct for example, implementation of the decision may occur prior to the commencement of finalisation of the agreed procedures. In these circumstances the dispute resolution procedure allows management's action to be reviewed promptly by the parties and, ultimately if necessary, by the N.S.W. Industrial Relations Commission, whose decision will be accepted by all.
- 11.5 The Company and the Union agree that the stages outlined above shall be processed expeditiously. At the same time, a cooling off period between each stage of 48 hours shall be provided in order for the respective parties to assess their position, and to re-consider the matters raised. In this light no action shall be taken by either party unless all of the stages have been exhausted, including as regards the provided cooling off period, or the parties have agreed between themselves that the matter be referred to the Commission. No industrial action shall be taken by either party for whatever period of time the matter is being dealt with by the Commission.
- 11.6 Employees who take unilateral action against the Company contrary to the provisions of this clause, will be regarded as being in breach of their Contracts of Employment and liable to be dealt with accordingly.

12 SUPERANNUATION

The Award will apply with restriction to the selection of funds limited to the Yates Superannuation Fund, consistent with Clause 27(ii)(5) of the Award.

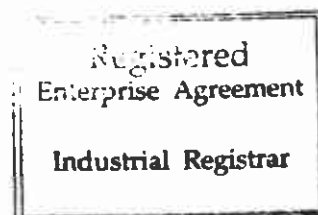
13 REDUNDANCY

Provisions for redundancy will be calculated in accordance with

13.1 The Award;

<u>Service</u>	<u>Payment Equivalent to (weeks)</u>
Less than 1 year	Nil
1 year and less than 2 years	4 weeks
2 years and less than 3 years	7 weeks
3 years and less than 4 years	10 weeks
4 years and less than 5 years	12 weeks
5 years and less than 6 years	14 weeks
6 years and over	16 weeks

<u>Service</u>	<u>Payment Equiv. (wks) Over 45 year</u>
Less than 1 year	Nil
1 year and less than 2 years	5 weeks
2 years and less than 3 years	8.75 weeks
3 years and less than 4 years	12.5 weeks
4 years and less than 5 years	15 weeks
5 years and less than 6 years	17.5 weeks
6 years and over	20 weeks



13.2 Or in accordance with the current Company policy, whichever is greater;

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<u>Service</u>	<u>Entitlement</u>
Less than 1 year	2 weeks
1 year but less than 2 years	4 weeks
2 years but less than 3 years	6 weeks
3 years but less than 4 years	7 weeks
4 years	8 weeks

For over 4 years service, an additional 2 weeks pay per year of service up to a maximum 52 weeks.

14 PAYMENT OF SICK LEAVE ON TERMINATION

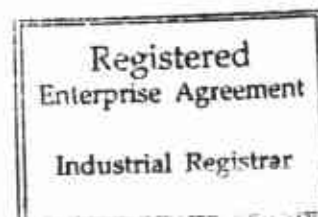
The Award in relation to sick leave provisions will apply. Additionally, upon termination of employment, an employee will be entitled to payment for any accumulated sick leave in excess of 20 days.

15 TERM

- 15.1 The provisions hereof shall commence from the date of signing hereof.
- 15.2 With respect to the respective wage increases provided herein, increases shall be paid to employees from the commencement of the first pay period to commence following 1/3/2000. Application for such ratification shall be made by the Company as soon as practicable following the execution hereof.
- 15.3 Agreement shall continue in force for a period of two years following the date of operation. At that time, the parties shall review the provisions hereof, with the clear intention of renewing the Agreement for such further periods as may be agreed between them, subject to any agreed variations.

16 FURTHER CLAIMS

- 16.1 No claims shall be made by either party on the other with respect to any matter contained herein, or any other matter save to give effect to any Order or Determination by the Industrial Relations Commission during the currency of this Agreement.
- 16.2 In addition during the currency of the Agreement, the parties may also meet and agree with respect to any variation of the Award which has the effect of reducing or limiting any benefit for any employee covered by this Agreement.



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17 DURESS

This agreement was not entered into under duress by any party.

IN WITNESS the Parties have subscribed and signed hereto on the date first hereinbefore mentioned:

FOR AND ON BEHALF OF THE COMPANY
Arthur Yates & Co Limited,
By Authority of the Board of Directors

[Signature]
Date 17 July 2000

SIGNED BY THE ELECTED DELEGATES
on behalf of the Employees

K. Lewis
Date 17/7/00

[Signature]
Date 17/7/00

WITNESSED BY:

J. Mayson
17/7/00



[Handwritten initials]

APPENDIX A
CLASSIFICATION AND WAGES STRUCTURE

GRADE 1 : CLERICAL ASSISTANT

Is an employee who undertakes simple tasks involving basic clerical skills.

Grade 1 Clerk skills include:

Communication Skills - an ability to communicate and comprehend in English, simple numeracy skills.

Technical Skills - Operation of simple equipment e. g Photocopier
Facsimile Calculator

Information Handling - Basic tasks such as filing, collating, telephone answering and referring simple clients requests.

Interpersonal Skills - Basic messenger work.

A Grade 1 clerk would have no responsibility or limited responsibility and discretion over work performed under direct supervision. Direct experience as a clerk is not required.

GRADE 2: CLERK

Is an employee who undertakes a range of simple tasks or one or more routine duties which involves an increased level of skill and works within established routines, methods and procedures.

Grade 2 Clerical skills include:

Communication Skills - Written e.g information recording, note taking Oral - e.g routine internal/external enquires

Information Handling Skills - mailroom, filing, collating, documentation procedures

Technical Skills - Able to use telex, high volume facsimile, undertake simple calculations, operation of high volume photocopying machines, typewriting (copy typing) and basic data entry and retrieval.

Interpersonal Skills - Handle simple internal/external enquiries related to job function. Limited client/public contact.

Business/Financial Knowledge and Skills - Limited to knowledge of financial documentation procedures. E.g basic accounting procedures and basic financial record keeping. Able to maintain office stationary supplies.

Quality Assurance - limited, over own work.

Knowledge of Enterprise/industry - basic knowledge of the organisation's structure and product, able to redirect enquiries; documents; problems.

A Grade 2 Clerk would be expected to have limited responsibility and accountability of work performed. General supervision is required, although some minor decision making within a defined work routine may be exercised. Limited experience required.

GRADE 3: CLERK

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Is an employee who undertakes a range of duties and has demonstrated the appropriate skills as stated in Grade 2, and in addition possesses and used one or more of the following skills:

Communication Skills

sound written skills - letter composition, travel itineraries, preparation of documentation. oral skills - internal/external customer enquiries, telephone sales skills, receptionist/telephone skills.

Technical Skills

able to undertake calculations, either manually or through the computer, involving a high degree of skill and responsibility. typewriting, audio transcription, word processing, data processing, shorthand transcription stenographic, secretarial, computer operation

Interpersonal Skills

client/public contact, involving responsibility to enterprise e.g telephone sales, stock control, cashier.

Business/Financial Knowledge and Skills

understanding of methods and procedures necessary to undertake the following job functions - accounts, payroll, cashier, credit, purchasing/sales, production, receiving and despatch and other related job functions.

Quality Assurance

responsible for quality of own work and output of their particular section as part of team performance

Knowledge of Enterprise Industry

sound knowledge of enterprise structure and its products. Some knowledge of industry.

Organisational/Planning Skills

plans own work schedule and relates that schedule to team environment

Supervisory Skills

may supervise individual clerks at Grade 1 and 2 level performing routine tasks.

Training

can provide limited amount of in-house training for Grades 1 and 2.

A Grade 3 Clerk would be expected to have responsibility and accountability for own work within an established structure. Limited supervision is necessary.

GRADE 4: SENIOR CLERK

Is an employee who undertakes more skilled clerical functions involving greater responsibility and accountability to the enterprise. A Grade 4 Senior Clerk is required to have appropriate skills as at Grade 3 and in addition posses and use one or more additional skills as identified:

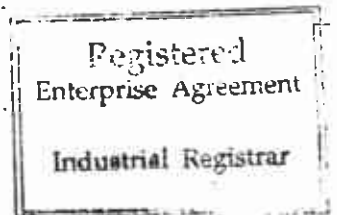
Communication Skills

report writing, provision of written advice and assessment of incoming information. interviewing, oral presentation to groups, meetings etc.

Technical Skills

stenographic, secretarial, complex word processing, computer based accounting (senior accounts clerks), computer applications complex data processing.

Interpersonal Skills



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client/public liaison, internal liaison e.g able to provide assistance to more senior functions.

Business/Financial Knowledge and Skills

understanding of methods and procedures necessary to undertake the following job functions at a senior level - accounts, payroll/personnel, credit, cost accounting and other related job functions.

Quality Assurance

plans and is responsible for own work schedule and may plan the work schedule of others and of the section in which the clerk works.

Knowledge of Enterprise/industry

specific knowledge of enterprise operations and corporate structure and products and sound knowledge of the industry in which the enterprise operates.

Organisational/Planning Skills

may participate in problem solving and/or decision making in relation to operational issues in own work section.

Supervisory Skills

may supervise others within the section.

Training

Able to undertake in-house training for Grades 1, 2 and 3. A Grade 4 Senior Clerk exercises considerable discretion in organisation of own work within prescribed limits. Minimal supervision is required. The skills for employees graded as Grade 4 are the same at each level.

GRADE 5: CLERICAL OFFICER

Is an employee who works at a senior level and has responsibility over a sector of the enterprise or has highly specialised skills. A Grade 5 Office Administrator would have recognised and appropriate skills as at Grade 4 and in addition be expected to possess and use one or more of the following skills.

Communication Skills

highly complex communication skills including negotiation.

Technical Skills

at a senior level including investigation and problem solving, research, senior computer application.

Interpersonal Skills

complex, including counselling and performance appraisal.

Computer Programming

basic knowledge or programmes and procedures

Business/Financial Knowledge and Skills

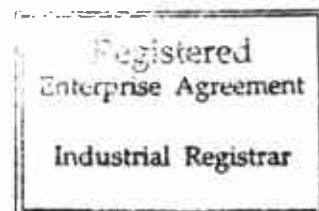
specialist e.g financial accounting, payroll officer, personnel assistant, expert, able to perform function requiring a high degree of skill.

Knowledge of Enterprise/industry

detailed knowledge of the enterprise's operations/ corporate structures and sound knowledge of the industry in which the enterprise operates, together with good knowledge of the Company's products.

Quality Assurance

responsible for own work and for the quality out-put of the work section.



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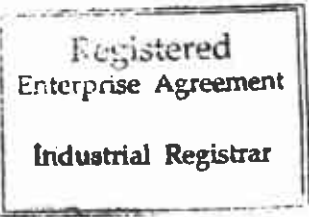
Supervisory Skills

may supervise a work section and able to act as temporary replacement for Section Head when absent.

Training

is able to train all persons inducted into Grades 1,2,3 and 4.

A Grade 5 Office Administrator may work independently and have responsibility and accountability for own work and/or make decisions which have some impact on the productivity of the enterprise. Is able to work without supervision.



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