



## TeleTech International Pty Ltd Collective Agreement 2009

### 1.1 Title

- 1.1.1 This agreement is to be known as the TeleTech International Pty Ltd Collective Agreement 2009 ('this agreement').

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# SECTION 1

## ADMINISTRATION OF AGREEMENT

### 1.2 Application of this Agreement

- 1.2.1 This agreement will apply to employees of TeleTech International Pty Ltd performing work within the scope of the Contract Call Centre Industry Award 2003 or, from 1 January 2010, the Contract Call Centres Award 2010.
- 1.2.2 This agreement will not apply to employees:
- (a) to whom an AWA or ITEA applies, whilst that AWA or ITEA is in operation; or
  - (b) employed as a Casual.

### 1.3 Parties Bound

This agreement is binding upon:

- (a) TeleTech International Pty Ltd (ABN 46 061 711 804) ("TeleTech"); and
- (b) All employees of TeleTech subject to clause 1.0 - Application of this Agreement

### 1.4 Commencement and Duration of agreement

- 1.4.1 This agreement will commence to operate on the seventh day after the date of the notice from the Workplace Authority informing that it has passed the no-disadvantage test.
- 1.4.2 This agreement will nominally expire 3 years from the commencement date.

### 1.5 Miscellaneous

- 1.5.1 This Agreement prevails over any agreement, award or industrial instrument which might otherwise apply.
- 1.5.2 This Agreement has been written based on the terms and conditions that would apply to a Full Time employee of TeleTech. In the event Your employment with TeleTech is of a Part time nature, Your entitlements, including but not limited to, annual leave, public holidays, and personal leave will be proportionately calculated in accordance with the ordinary hours that You work.
- 1.5.3 This Agreement does not limit the scope of the obligations that may be agreed to by You or TeleTech.

### 1.6 Definitions

**Actual Base Annual Salary** means the annual salary You are being paid in relation to ordinary hours of work and excludes superannuation contributions (other than any voluntary employee contributions), penalties, shift loadings and overtime payments.

**Actual Base Hourly Rate** is determined by dividing the Actual Base Annual Salary by 52 then the by the number of ordinary hours You are employed to work, on average per week.

**Casual** means an employee engaged on a casual basis, regardless of the employee's length of service and includes a Casual who works regular and systematic hours.

**Fixed Roster** means fixed hours and/or days of work.

**Maximum Term Employee** means any full or part time employee who has been engaged to perform duties in connection with a specific task, project or short term assignment and whose services are intended to be required for a period not exceeding 12 months.

**Minimum Base Annual Salary** means the minimum annual salary to which You are entitled to under this Agreement as per Appendix A in relation to ordinary hours of work and excludes superannuation contributions (other than any voluntary employee contributions), penalties, shift loadings and overtime payments.

**Minimum Base Hourly Rate** is determined by dividing the Minimum Base Annual Salary by 52 then by 38.

**Roster Period** means a duration of 1, 2, 3, 4 or more weeks in accordance with the roster schedules developed by TeleTech.

**Rotating Roster** means hours and/or days worked within the Roster Period.

**Week** means any seven (7) consecutive days calculated from the beginning of the Roster Period.

**You** means an employee bound by this agreement.

## **1.7 Legislated Minimum Standards of Employment**

1.7.1 The Australian Fair Pay and Conditions Standard ("the AFPC Standard") is a set of minimum employment entitlements prescribed within the Workplace Relations Act 1996 (Cth) ("WR Act").

1.7.2 Until 1 January 2010, the AFPC Standard applies to employees covered by this agreement except where this agreement supplements or replaces the AFPC standard, to the extent permitted by the WR Act.

1.7.3 The National Employment Standards ("NES") is a set of minimum employment entitlements set out in the Fair Work Act ("FW Act").

1.7.3 From 1 January 2010, the NES contained in FW Act will apply to employees covered by this agreement supplements or replaces the NES, to the extent permitted by the FW Act.

## SECTION 2 TERMS AND CONDITIONS OF EMPLOYMENT

### 2.1 Employment Categories

2.1.1 You will be engaged on one of the following bases:

- (a) as a Full Time Employee;
- (b) as a Part-Time Employee;
- (c) as a Maximum Term Employee on a full-time or part-time basis.

### 2.2 Employment Duties

2.2.1 Your classification, duties and status of employment will be provided in a statement of writing. You will be assigned duties by TeleTech which are within Your skills and capabilities and You must diligently and carefully perform all of those duties.

2.2.2 You will be required to comply with lawful instructions given in connection with Your duties. You will undertake all work and training as requested by TeleTech including work and training involving computer based equipment.

2.2.3 You will be required to comply with TeleTech's policies in relation to time recording as varied from time to time. This includes but is not limited to logging in and out of systems to confirm attendance at work.

2.2.4 You will be expected to perform duties incidental to Your role.

### 2.3 Probation

2.3.1 For new employees, You will initially be employed on a probationary basis. This probationary period will be inclusive of your program orientation and will conclude three (3) months after Your commencement date with TeleTech.

2.3.2 The continuation of Your employment is subject to You successfully completing all training and assessments as required as part of the program orientation, as well as ongoing satisfactory performance in the role.

2.3.3 At the discretion of TeleTech your probationary period may be extended by the number of days you are absent from work during this period.

2.3.4 Notwithstanding anything in this clause, new employees will be subject to a six (6) month qualifying period (under the WR Act) or minimum employment period (under the FW Act).

### 2.4 Termination of Employment

#### 2.4.1.1 Notice of Termination by TeleTech

Employees other than a: Team Leader, Senior Team Leader, Technical Associate, Clerical and Administration D and Clerical and Administration E

(a) If TeleTech terminates Your employment, You will be entitled to the following notice:

Employee's period of continuous service with the employer	Period of Notice
Less than 1 year	1 week
More than 1 year but less than 3 years	At least 2 Weeks
More than 3 years but not more than 5 years	At least 3 Weeks
More than 5 years	At least 4 Weeks

- (b) An additional week of notice must be given by TeleTech if You are;
  - (i) Over 45 years old; and
  - (ii) Have completed at least 2 years of continuous service with TeleTech.

Team Leader, Senior Team Leader, Technical Associate, Clerical and Administration D and Clerical and Administration E

If TeleTech terminates Your employment, You will be entitled to 4 weeks notice, plus an additional week of notice in accordance with 2.4.1.1 (b).

2.4.1.2 TeleTech may terminate Your employment without notice (and without making payments in lieu of notice) as a consequence of serious misconduct. An employee deemed to have abandoned his or her employment will not be entitled to notice by TeleTech or payment in lieu of notice.

2.4.1.3 For the purposes of this clause, serious misconduct is as per the WR Act and FW Act and includes but is not limited to: engaging in theft, fraud or assault in the course of the employee's employment; being intoxicated at work; and conduct that causes risk to the health or safety of a person or the reputation, viability or profitability of the employer's business.

2.4.1.4 TeleTech may make payment in lieu of the applicable notice period, or part of the notice period, rather than require You to work out the notice period, or part of the notice period.

#### 2.4.2 Notice of Termination by You

2.4.2.1 If You are an Associate 1, Associate 2 or Senior/Lead Associate, and You decide to terminate Your employment, the notice that must be given by You will be as per 2.4.1.1 (a).

2.4.2.2 If You are an Employee other than an Associate 1, Associate 2 or Senior/Lead Associate, and You decide to terminate Your employment, the required period of notice is 4 weeks.

2.4.2.3 Failure to provide appropriate notice will result in TeleTech withholding monies owing to You as permitted by law.

#### 2.5 Redundancy

2.5.1 This Clause shall apply until 31 December 2009. From 1 January 2010, redundancy entitlements will be determined in accordance with the National Employment Standards in the FW Act.

2.5.2 For the purpose of this Clause, Redundancy occurs where an employer decides that the employer no longer requires the job done by the employee to be done by anyone and this is not due to the ordinary and customary turnover of labour.

2.5.3 In the event that your position is made redundant TeleTech may endeavour to find you acceptable alternative employment. Such employment maybe within a TeleTech enterprise or with an entity not related to or connected to TeleTech. Acceptable alternative employment is employment in which the terms and conditions are substantially similar and no less favourable, considered on an overall basis, than the terms and conditions applicable to You at the time of ceasing employment with TeleTech or in your prior position with TeleTech.

2.5.4 You will not be entitled to severance pay if:

- (a) TeleTech obtains acceptable alternative employment for You which You accept; or
- (b) You reject an offer of acceptable alternative employment.

2.5.5 Subject to clause 2.5.4 if your employment is terminated by reason of redundancy, you will be entitled to the notice set out in 2.4.1.1 as well as severance pay as per below:

<b>Period of continuous service</b>	<b>Severance pay</b>
Less than 1 year	Nil
1 year and less than 2 years	4 weeks' pay*
2 years and less than 3 years	6 weeks' pay*
3 years and less than 4 years	7 weeks' pay*
4 years and less than 5 years	8 weeks' pay*
5 years and less than 6 years	10 weeks' pay*
6 years and less than 7 years	11 weeks' pay*
7 years and less than 8 years	13 weeks' pay*
8 years and less than 9 years	14 weeks' pay*
9 years and less than 10 years	16 weeks' pay*
10 years and over	12 weeks' pay*

\*Weeks' pay means the ordinary time rate of pay for the employee concerned. Provided that such rate shall exclude:

- overtime;
- penalty rates;
- disability allowances;
- shift allowances;
- special rates;
- fares and travelling time allowances;
- bonuses; and
- any other ancillary payments of a like nature.

The entitlement to severance pay in this clause does not apply to:

- (a) Employees terminated as a consequence of serious misconduct that justifies dismissal without notice;
- (b) Employees engaged for a specific period of time or for a specified task or task.

## **2.6 Abandonment of Employment**

2.6.1 Throughout Your employment relationship with TeleTech it is important and essential to notify Your Team Leader or Manager when You will be unable to attend work or will be late for work.

2.6.2 Any absences from work for a continuous period of three (3) days on which you are rostered to work without the prior consent of TeleTech and without notification to Your Team Leader or Manager You may be deemed by TeleTech to have abandoned Your employment.

2.6.3 This clause does not limit TeleTech's rights to terminate Your employment due to any unauthorised absence and failure to notify of inability to attend work.

## **2.7 Meal Breaks**

2.7.1 Subject to clause 2.7.2, You shall be entitled to an unpaid meal break of not less than 30 minutes after the completion of at least four hours continuous work in any shift of more than 5 hours. TeleTech may direct You to take a meal break at a time suitable to the operation requirements of TeleTech. The meal break shall not be taken as time worked.

2.7.2 You shall have no entitlement to any meal break if You work five hours or less in any one day.

## **SECTION 3 HOURS OF WORK**

- 3.0.1 Your ordinary hours of work:
- (a) may be worked on any day of the week, Monday to Sunday, subject to the penalty rates in clause 3.5;
  - (b) Will be a maximum of 10 ordinary hours per day;
- 3.0.2 In line with the changing needs of the business, TeleTech may alter Your ordinary hours of work once determined by:
- (a) TeleTech giving one week's notice of the requirement to change the arrangement of hours;
  - (b) TeleTech giving 48 hours' notice to the employee in the case of emergency;
  - (c) Mutual agreement between the employee and TeleTech, at any time.
- 3.0.3 You will be required to work the change in hours at TeleTech's request.
- 3.0.4 You will be required to comply with time recording procedures set down by TeleTech which include logging into confirm Your attendance at work and logging out during breaks and at the conclusion of Your shift. Failure to abide by these procedures or unauthorised non-attendance at work may result in deductions from Your Actual Base Annual Salary. You will not be paid for time not worked (unless otherwise authorised by TeleTech) other than in respect of paid leave.
- 3.1 Full Time Employees**
- 3.1.1 Full-time employees will be entitled to receive the Minimum Base Annual Salary for their classification as set out in Appendix A. The Minimum Base Annual Salary is based on an average of up to 38 hours per week over 12 months, and does not include any penalty rates to which You may be entitled for your ordinary hours of work.
- 3.1.2 You may be required to work reasonable hours in addition to Your ordinary hours of work.
- 3.2 Part Time Employees**
- 3.2.1 You will be rostered for a minimum of three (3) consecutive hours on any shift.
- 3.2.2 A part time employee will be paid for ordinary hours worked at the pro-rata equivalent to the Minimum Base Annual Salary as prescribed in Appendix A. The Minimum Base Annual Salary is based on an average of 38 hours per week over 12 months, and does not include any penalty rates to which You may be entitled for your ordinary hours of work.
- 3.2.3 You will be permitted to work hours in addition to Your ordinary hours only on authorisation by TeleTech.
- 3.2.4 Your Actual Base Hourly Rate will be paid for all hours worked up to 38 hours per week (averaged over a period of up to two weeks). Overtime will be paid in accordance with clause 3.4.
- 3.2.5 A Part time Employee will be entitled to pro rata entitlements in respect of, but not limited to, annual leave, public holidays and personal leave of that entitled to a Full Time Employee, determined by the ordinary hours of work.

### 3.3 Maximum Term Employees

#### 3.3.1 If You are a Maximum Term Employee:

- (a) The term of your employment will be no more than 12 months;
- (b) Either party may terminate the employment in accordance with in accordance with clause 2.4;
- (c) The following clauses of this Agreement do not apply to You:

Clause 5.4: Parental Leave in accordance with the Act  
Clause 2.5: Redundancy

#### 3.3.2 A Maximum Term Employee may become engaged as a permanent employee (full-time or part-time) at any time, with the mutual consent of the employee and TeleTech.

### 3.4 Overtime Rates

#### 3.4.1 You are not entitled to work overtime without the permission of TeleTech. You may be required to work a reasonable amount of overtime.

#### 3.4.2 Overtime rates do not apply when the penalties in clause 3.5 apply or when the shift loadings in clause 3.6 apply. This is because those penalties and loadings apply to ordinary hours of work only.

#### 3.4.3 Overtime rates do not apply to overtime worked on public holidays. Instead, the public holiday rates apply (refer to clause 3.7).

#### 3.4.4 For all employees, all time worked in excess of ten (10) hours per day or 76 hours in two (2) weeks will be overtime.

#### 3.4.5 If your Actual Base Annual Salary is \$50,000 per annum or less (calculated on a pro-rata basis for part-time employees), any overtime worked by You:

- (a) on Monday to Saturday will be paid at 1.5 times Your Actual Base Hourly Rate for Your first 3 hours and then double time thereafter; and
- (b) on a Sunday will be paid at 2 times Your Actual Base Hourly Rate for any hours worked.

#### 3.4.6 For employees other than Team Leaders, Senior Team Leaders and Technical Associates with an Actual Base Annual Salary over \$50,000 per annum:

- (a) the first two hours of overtime in any week (averaged over a period of up to two weeks) does not attract any additional payment;
- (b) for overtime in excess of two hours per week (averaged over a period of up to two weeks), You will be entitled to time off in lieu in respect of the overtime hours exceeding two hours.

#### 3.4.7 Team Leaders, Senior Team Leaders and Technical Associates

If You are classified as a Team Leader, Senior Team Leader or Technical Associate, You will not be entitled to any additional payment in respect of overtime worked. For overtime in excess of 8 hours per fortnight, You will be entitled to time off in lieu in respect of the overtime hours exceeding 8 hours.

#### 3.4.8 Refer to clause 3.8 for Time Off in Lieu.

### 3.5 Penalty Rates

#### 3.5.1 The following penalty loadings apply for ordinary hours worked:

- (a) Monday to Friday  
Time and one quarter for each ordinary hour worked outside 7am - 8pm Monday - Friday.

- (b) **Saturday**  
Time and one quarter for each ordinary hour worked between midnight Friday and midnight Saturday.
- (c) **Sunday**  
Time and three quarters for each ordinary hour worked between midnight Saturday and 7am Sunday and between 7pm Sunday and midnight Sunday.
- (d) **Sunday**  
Time and one half for each ordinary hour worked between 7am and 7pm Sunday.

3.5.2 The Penalty Rates are applied to Your Actual Base Hourly Rate.

3.5.3 To avoid doubt, the penalty rates in this clause apply to ordinary hours of work only and do not apply to overtime worked.

3.5.4 The penalty rates in clause 3.5.1(a) (i.e. Monday to Friday) do not apply when a shift loading is payable (refer to clause 3.6).

### **3.6 Shift Loadings for Designated Shift Workers**

3.6.1 An employee may be designated as a shift worker in respect of the relevant roster period or a relevant Afternoon Shift or Night Shift. This clause will only apply where TeleTech has informed You that You are a designated shift worker.

(a) **Afternoon Shift** means a rostered shift on any day Monday to Friday finishing after 7.00 pm and at or before midnight;

(b) **Night Shift** means any rostered shift on any day Monday to Friday finishing subsequent to midnight and at or before 9.00 am.

3.6.2 Where 3.6.1 applies, the employee will be entitled to a shift loading in respect of ordinary hours worked as part of the Afternoon Shift or Night Shift, rather than the penalty rates in clause 3.5.1 (a).

3.6.3 Other than where clause 3.6.4 applies, a 15% loading will apply to ordinary hours worked on Afternoon Shift or Night Shift.

3.6.4 A 30% loading (rather than a 15% loading) is applicable to ordinary hours worked:

(a) During a period of engagement on shift, works night shift only; or

(b) Remains on Night Shift for more than four (4) consecutive weeks; or

(c) Works on Night Shift which does not rotate or alternate with Afternoon or Core Hours to give the employee at least one third of the working time off night shift each Roster Period.

3.6.5 Designated shift workers are not entitled to the penalty rates for working Monday to Friday set out in clause 3.5.1(a). The shift loadings in this clause are in substitution for and not in addition to those loadings.

3.6.6 To avoid doubt, the shift loadings do not apply to overtime worked because the shift loadings only apply to ordinary hours of work on an Afternoon Shift or Night Shift. Designated shift workers are entitled to the overtime rates under clause 3.4 in respect of overtime worked.

3.6.7 To avoid doubt, all employees (including an employee who is designated as a shift worker in a particular roster period or shift) are entitled to the weekend penalty rates in clause 3.5.1(b), (c) and (d) for ordinary hours worked, and no shift loadings apply in respect of such hours.

### 3.7 Public Holidays

3.7.1 For the purpose of this clause, Public Holidays will be recognised as per the WR Act and, from 1 January 2010, the FW Act.

3.7.2 As part of Your employment with TeleTech, Public holidays may be part of Your normal working roster. In the event that your normal paid working hours fall on a Public Holiday, You will be required to work those hours unless advised you are not required to work or unless you have reasonable grounds of refusal as specified in the WR Act or from 1 January 2010, the FW Act.

#### Not working on a public holiday

3.7.3 If you are absent on a Public Holiday, you will be paid your Actual Base Hourly Rate for any ordinary hours of work falling on the public holiday.

3.7.4 The table below is intended to illustrate the rate of pay for employees who are absent on a Public Holiday. Where the table is inconsistent with the WR Act or from 1 January 2010, the FW Act, the legislation will prevail.

Scenario no.	Scenario Description	Quick Check	Rate of pay compared to Actual Base Hourly Rate
1	Employee is not rostered to work and does not work	Rostered 'No'; Worked 'No'	0x (i.e. no payment)
2	Employee is rostered to work but TeleTech advises shift is no longer required to be worked	Rostered 'Yes'; Worked 'No'	1.0x
3	Employee was on annual leave on the day before and/or after the public holiday and whose normal working hours fall on the public holiday	Rostered 'Yes'; Worked 'No'	1.0x (not treated as Annual Leave)
4	Employee was on personal leave on the day before and/or after the public holiday and whose normal working hours fall on the public holiday	Rostered 'Yes'; Worked 'No'	1.0x (not treated as Personal Leave)
5	Not Required	Rostered 'Yes'; Worked 'No' Reason 'Not Required'	1.0x
6	Program closure	Rostered 'Yes'; Worked 'No' Reason 'Program Closure'	1.0x

#### Working on a Public Holiday

3.7.5 You will be paid 2.5x your Actual Base Hourly Rate for all hours worked on a public holiday.

3.7.6 The overtime rates in clause 3.4, and the penalty rates in clause 3.5, are not applicable to time worked on a public holiday.

3.7.7 The table below illustrates payment for time worked on a Public Holiday (by employees other than Team Leaders, Senior Team Leaders and Technical Associates):

Scenario no.	Scenario Description	Quick Check	Rate of pay compared to Actual Base Hourly Rate
7	Employee is rostered to work and works	Rostered 'Yes'; Worked 'Yes'	2.5x

8	Employee is not rostered to work and works	Rostered 'No'; Worked 'Yes'	2.5x
<b>Scenario 8 note:</b> Employee must only work if in the receipt of a written request from a Team Leader or Operations Management.			
9	Employee is rostered to work and does not work all normal paid hours, at TeleTech's request	Rostered 'Yes' ; Worked 'Yes'	2.5x for time worked 1.0x for remainder of ordinary hours not worked

### 3.7.8 Team Leaders, Senior Team Leaders and Technical Associates

You will not receive payment in addition to your Actual Base Annual Salary for working on public holidays. However, You will be entitled to time off in lieu for time worked on a public holiday in accordance with clause 3.8.

#### Substitution of public holidays

3.7.9 By agreement between TeleTech and You, an alternative day may be taken as the public holiday in lieu of any public holiday recognised by this Agreement.

### 3.8 Time Off in Lieu

3.8.1 Some provisions within this agreement provide for 'Time Off in Lieu', which will be managed as follows:

- (a) You may take time off in lieu of payment for the time worked. The amount of time off during ordinary hours will be taken at the ordinary time rate that is an hour for each hour worked, calculated on a time-for-time basis.
- (b) Time off will be taken at a time mutually agreed with your manager.
- (c) The time or times at which you take time off in lieu should be discussed with Your manager within two (2) weeks of working the time and taken within 2 months of when the time is worked.
- (d) If the time or times in which to take time off in lieu cannot be mutually agreed within two (2) weeks of accumulating the time off in lieu cannot be mutually agreed, Your manager may roster and direct the time of taking the time off in lieu.
- (e) On termination of your employment from TeleTech, you will be paid any outstanding time off in lieu owing at Your Actual Base Hourly Rate.

### 3.9 Rosters

3.9.1 TeleTech reserves the right to change a Fixed Roster into a Rotating Roster and a Rotating Roster into a Fixed Roster to provide sufficient staff coverage for programs, subject to notice outlined in clause 3.7.

3.9.2 TeleTech and You may mutually agree to You working a split shift arrangement whereby Your working day is worked in two separate periods with an extended "free" period in between. The rostered working hours will be paid at Your Actual Base Hourly Rate and the "free" period will not be paid time. The following other rules apply:

- (a) Both paid work periods will occur on the one working day; and
- (b) The unpaid "free" period will be a minimum of two (2) hours but not exceed five (5) hours.

## SECTION 4 REMUNERATION

### 4.1 When will You be paid?

Your salary will be banked by electronic funds transfer on a weekly, fortnightly or monthly basis into an account nominated by You. Should TeleTech change the pay period, notice of four (4) weeks will be provided.

### 4.2 Classifications

#### 4.2.1 The role performed by you will be assigned to an appropriate level within the following classifications:

##### Customer Contact Stream:

Trainee  
Associate 1  
Associate 2  
Senior/Lead Associate  
Team Leader  
Senior Team Leader

##### Clerical and Administrative Stream:

Clerical and Administration A  
Clerical and Administration B  
Clerical and Administration C  
Clerical and Administration D  
Clerical and Administration E

Technical Associate

### 4.3 Minimum Rates of Pay

#### 4.3.2 The Minimum Annual Salaries set out in Appendix A are minimum salaries only and are set out in this Agreement for the purpose of the No Disadvantage Test applied by the Workplace Authority. The minimum rates do not allow TeleTech to unilaterally reduce your base annual salary.

#### 4.3.3 All loadings and penalties within this agreement are applied to Your Actual Base Hourly Rate.

### 4.4 Performance Review

#### 4.4.1 Your performance will be reviewed periodically throughout Your employment with TeleTech. Performance reviews will allow You and Your supervisor/manager to review performance on past performance targets and set performance targets going forward. These meetings also allow an opportunity to clarify Your key responsibilities and the expectations of both parties.

### 4.5 Overpayments

#### 4.5.1 This clause is subject to the WR Act and, from 1 July 2009, the FW Act.

TeleTech will use its best endeavours to ensure that You are paid correctly and on time. However, where an overpayment has been made to You, TeleTech shall have the right to withhold monies in accordance with the law.

#### 4.5.2 TeleTech recommends that You actively review Your payslip each pay period so as to advise TeleTech where a payment discrepancy has occurred. You have the responsibility to advise TeleTech of any payment discrepancy so that we may rectify and resolve it immediately for You.

#### 4.5.3 This will not prevent other salary deductions that TeleTech may make in accordance with the law and this Agreement.

#### 4.6 Superannuation

- 4.6.1 TeleTech will contribute an amount of money that TeleTech is required to pay you in under the Superannuation Guarantee legislation (Superannuation Guarantee (Administration) Act 1992 (Cth)). These contributions will be made to the superannuation fund of your choice in accordance with and subject to the Choice of Funds legislation (the Superannuation Legislation Amendment (Choice of Superannuation Funds) Act 2004 (Cth)).
- 4.6.2 You may choose to make additional contributions to your Superannuation. Should you wish to take advantage of this you will need to complete the appropriate registration form, available upon request from Human Capital.

#### 4.7 Remuneration increase

- 4.7.1 Subject to clause 4.7.3, You will be entitled to the below increase to Your Actual Base Annual Salary during the term of this Agreement.
- Consumer Price Index (CPI) + 1% to a maximum of 3%, on the first pay period commencing on or after 1 April 2010, 2011 and 2012.
- 4.7.2 The CPI is taken as the annual figure published by the Australian Bureau of Statistics at the end of the March quarter each year for the State or Territory in which You work.
- 4.7.3 You will be entitled to an increase in Your Actual Base Annual Salary as outlined in clause 4.7.1 subject on your continuous tenure of employment.

Your tenure as at 1 April 2010, 2011 and 2012:

Less than 6 months	Not eligible for increase on Your Actual Base Annual Salary
6 months but less than 12 months	Eligible to 1.5% increase on Your Actual Base Annual Salary
12 months and more	Eligible as per clause 4.7.1

## **SECTION 5 LEAVE PROVISIONS**

### **5.1 Annual Leave**

5.1.1 Annual leave is provided to TeleTech employees, in accordance with the Australian Fair Pay and Conditions Standard until 31 December 2009 and the National Employment Standards from 1 January 2010.

5.1.2 Notwithstanding s.33 of the National Employment Standards, if an employer has genuinely tried to reach agreement with an employee as to the timing of taking annual leave, the employer can require the employee to take annual leave by giving not less than four weeks' notice of the time when such leave is to be taken if:

(a) at the time the direction is given, the employee has eight weeks or more of annual leave accrued; and

(b) the amount of annual leave the employee is directed to take is less than or equal to a quarter of the amount of leave accrued.

### **5.2 Personal Leave**

### **5.3 Compassionate Leave**

### **5.4 Parental Leave**

Leave provisions 5.2, 5.3 and 5.4 are provided to TeleTech employees, in accordance with the Australian Fair Pay and Conditions Standard until 31 December 2009 and the National Employment Standards from 1 January 2010.

### **5.5 Long Service Leave**

You will be entitled to Long Service Leave in accordance with the applicable legislation.

## SECTION 6 DISPUTE RESOLUTION PROCESS

What should You do if You have a concern or grievance about this agreement?

- 6.1 In relation to any matter that may be in dispute between You and TeleTech to this Agreement regarding a matter contained in this Agreement, You and TeleTech will adopt the TeleTech Grievance Procedure, in an attempt to genuinely resolve the concern or grievance at the workplace level.
- 6.2 Should the concern of grievance remain unresolved, and all the steps in the TeleTech Grievance Procedure for resolving the dispute have been taken, the dispute may be referred to the Australian Industrial Relations Commission or successor body for conciliation
- 6.3 Throughout this process;
  - a) You will continue to work in accordance with this agreement unless You have a reasonable concern about an imminent risk to your health or safety; and
  - b) Subject to relevant provisions of any State or Territory occupational health and safety law, even if You have a reasonable concern about an imminent risk of Your health or safety, You will not unreasonably fail to comply with a direction by TeleTech to perform other available work, whether at the same workplace or another workplace, that is safe and appropriate for the employee to perform; and
  - c) You and TeleTech must cooperate to ensure that:

The dispute resolution procedures are carried out as quickly as it is reasonably possible.

You agree not to commence an action:

- To obtain a penalty under the Act; or
- To obtain damages for breaches of this agreement; or
- To enforce a provision of this agreement or the Act;

unless the party initiating the action has genuinely attempted to resolve the dispute at the workplace level and through the adoption of the Dispute Resolution Process.

## Appendix A

### REMUNERATION

Customer Contact Stream	
Classification	Minimum Base Annual Salary (Full Time equivalent)
Trainee	\$31,500
Associate 1	\$32,600
Associate 2	\$34,000
Senior/Lead Associate	\$38,000
Team Leader	\$52,000
Senior Team Leader	\$57,000

Clerical and Administration Stream	
Classification	Minimum Base Annual Salary (Full Time equivalent)
Clerical and Administration A	\$31,500
Clerical and Administration B	\$32,600
Clerical and Administration C	\$35,000
Clerical and Administration D	\$40,000
Clerical and Administration E	\$45,000

Classification	Minimum Base Annual Salary (Full Time equivalent)
Technical Associate	\$50,000

## Appendix B

### CLASSIFICATION DEFINITIONS

#### 1.0 Customer Contact Stream - Classifications

##### 1.1 Trainee

- (a) A Customer contact trainee is engaged in a course of training and development (other than through a new apprenticeship/traineeship) to enable them to perform customer contact functions in the telecommunications industry.
- (b) An employee at this level would not normally perform customer contact functions without direct/immediate supervision.
- (c) An employee would normally graduate from the course of training as a Customer contact officer.

##### 1.2 Associate 1

###### 1.2(a) Role definition

- 1.2(a)(i) A Customer contact officer level 1 is employed to perform a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes. Such an employee shall:

- 1.2.1(a)(i)(A) receive calls;

- 1.2.1(a)(i)(B) use common call centre telephone and computer technology;

- 1.2.1(a)(i)(C) enter and retrieve data;
- 1.2.1(a)(i)(D) work in a team; and
- 1.2.1(a)(i)(E) manage their own work under guidance.

1.2(a)(ii) Such an employee provides at least one specialised service to customers such as sales and advice for products or services, complaints or fault enquiries or data collection for surveys.

### 1.2(b) Indicative tasks

1.2(b)(i) An employee at this level would normally perform the following indicative tasks:

- 1.2(b)(i)(A) Follow occupational health & safety policy and procedures;
- 1.2 (b)(i)(B) Communicate in a customer contact centre;
- 1.2 (b)(i)(C) Work in a customer contact centre environment;
- 1.2 (b)(i)(D) Respond to inbound customer contact;
- 1.2 (b)(i)(E) Conduct outbound customer contact;
- 1.2 (b)(i)(F) Use basic computer technology;
- 1.2 (b)(i)(G) Use an enterprise information system; and
- 1.2 (b)(i)(H) Provide quality customer service.

1.2 (b)(ii) An employee at this level would also normally perform some of the following indicative tasks:

- 1.2 (b)(ii)(A) Fulfill customer needs;
- 1.2 (b)(ii)(B) Process sales;
- 1.2 (b)(ii)(C) Action customers' fault reports;
- 1.2 (b)(ii)(D) Resolve customers' complaints;
- 1.2 (b)(ii)(E) Process low risk credit applications;
- 1.2 (b)(ii)(F) Process basic customer account enquiries; and
- 1.2 (b)(ii)(G) Conduct data collection.

## 1.3 Associate 2

### 1.3 (a) Role definition

1.3 (a)(i) A Customer contact officer level 2 is employed to perform a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints. Such a person shall:

- 1.3 (a)(i)(A) Receive calls;

1.3 (a)(i)(B) Use common call centre telephone and computer technology;

1.3 (a)(i)(C) Enter and retrieve data;

1.3 (a)(i)(D) Work in a team; and

1.3 (a)(i)(E) Manage their own work under guidance.

1.3 (a)(ii) This employee performs a number of functions within a customer contact operation requiring a diversity of competencies including:

1.3 (a)(ii)(A) Providing multiple specialised services to customers such as complex sales and service advice for a range of products or services, difficult complaint and fault inquiries, deployment of service staff;

1.3 (a)(ii)(B) Using multiple technologies such as telephony, Internet services and face-to-face contact; and

1.3 (a)(ii)(C) Providing a limited amount of leadership to less experienced employees.

#### 1.3 (b) Indicative tasks

1.3 (b)(i) An employee at this level would normally perform the following indicative tasks:

1.3 (b)(i)(A) Follow occupational health & safety policy and procedures;

1.3 (b)(i)(B) Communicate in a customer contact centre;

1.3 (b)(i)(C) Work in a customer contact centre environment;

1.3 (b)(i)(D) Respond to inbound customer contact;

1.3 (b)(i)(E) Conduct outbound customer contact;

1.3 (b)(i)(F) Use basic computer technology;

1.3 (b)(i)(G) Use an enterprise information system; and

1.3 (b)(i)(H) Provide quality customer service.

1.3 (b)(ii) An employee at this level would also normally perform some of the following indicative tasks:

1.3 (b)(ii)(A) Send and retrieve information over the Internet using browsers and email;

1.3 (b)(ii)(B) Manage work priorities and professional development;

1.3 (b)(ii)(C) Manage workplace relationships in a contact centre;

1.3 (b)(ii)(D) Use multiple information systems;

1.3 (b)(ii)(E) Manage customer relationships;

1.3 (b)(ii)(F) Deploy customer service staff;

- 1.3 (b)(ii)(G) Conduct a telemarketing campaign;
- 1.3 (b)(ii)(H) Provide sales solutions to customers;
- 1.3 (b)(ii)(I) Negotiate with customers on major faults;
- 1.3 (b)(ii)(J) Resolve complex customer complaints;
- 1.3 (b)(ii)(K) Process high risk credit applications; and
- 1.3 (b)(ii)(L) Process complex accounts, service severance and defaults.

#### 1.4 Senior/Lead Associate

##### 1.4 (a) Role definition

1.4 (a)(i) A Principal customer contact specialist is employed to perform a broad range of skilled applications and provision of leadership and guidance to others in the application and planning of the skills. Such an employee shall:

- 1.4 (a)(i)(A) Receive calls;
- 1.4 (a)(i)(B) Use common call centre telephone and computer technology;
- 1.4 (a)(i)(C) Enter and retrieves data;
- 1.4 (a)(i)(D) Work in a team; and
- 1.4 (a)(i)(E) Manage their own work.

1.4 (a)(ii) The employee works with a high degree of autonomy with authority to take decisions in relation to specific customer contact matters, provides leadership as a coach, mentor or senior staff member.

1.4 (a)(iii) An employee at this level performs a number of functions within a customer contact operation requiring a diversity of competencies including:

- 1.4 (a)(iii)(A) Providing services to customers involving a high level of product or service knowledge, often autonomously acquired;
- 1.4 (a)(iii)(B) Using multiple technologies such as telephony, Internet services and face-to-face contact; and
- 1.4 (a)(iii)(C) Taking responsibility for the outcomes of customer contact and rectifying complex situations involving emergencies, substantial complaints and faults, disruptions or disconnection of service or customer dissatisfaction.

#### 1.5 Team Leader

##### 1.5 (a) Role definition

1.5 (a)(i) A Customer contact team leader is employed to perform a broad range of skilled applications including evaluating and analysing current practices, developing new criteria and procedures for performing current practices and providing leadership and guidance to others in the application and planning of the skills. Such an employee shall:

- 1.5 (a)(i)(A) Receives calls;

1.5 (a)(i)(B) Uses common call centre telephone and computer technology;

1.5 (a)(i)(C) Enters and retrieves data;

1.5 (a)(i)(D) Works in a team; and

1.5 (a)(i)(E) Manages their own work.

1.5 (a)(ii) The employee works with a high degree of autonomy with authority to take decisions in relation to specific customer contact matters and provides leadership in a team leader role.

1.5 (a)(iii) This employee performs a number of functions within a customer contact operation requiring a diversity of competencies including:

1.5 (a)(iii)(A) Providing services to customers involving a high level of product or service knowledge, often autonomously acquired;

1.5 (a)(iii)(B) Using multiple technologies such as telephony, Internet services and face-to-face contact; and

1.5 (a)(iii)(C) Taking responsibility for the outcomes of customer contact and rectifying complex situations involving emergencies, substantial complaints and faults, disruptions or disconnection of service or customer dissatisfaction.

#### 1.5 (b) Indicative tasks

1.5 (b)(i) An employee at this level would normally perform the following indicative tasks:

1.5 (b)(i)(A) Follow occupational health & safety policy and procedures;

1.5 (b)(i)(B) Communicate in a customer contact centre;

1.5 (b)(i)(C) Work in a customer contact centre environment;

1.5 (b)(i)(D) Respond to inbound customer contact;

1.5 (b)(i)(E) Conduct outbound customer contact;

1.5 (b)(i)(F) Use basic computer technology;

1.5 (b)(i)(G) Use an enterprise information system;

1.5 (b)(i)(H) Provide quality customer service; and

1.5 (b)(i)(I) Provide leadership in a contact centre.

1.5 (b)(ii) An employee at this level would also normally perform some of the following indicative tasks:

1.5 (b)(ii)(A) Lead operations in a contact centre;

1.5 (b)(ii)(B) Monitor safety in a contact centre;

1.5 (b)(ii)(C) Implement continuous improvement in a contact centre;

1.5 (b)(ii)(D) Lead innovation and change in a contact centre;

- 1.5 (b)(ii)(E) Administer customer contact telecommunications technology;
- 1.5 (b)(ii)(F) Implement customer service strategies in a contact centre;
- 1.5 (b)(ii)(G) Implement information systems in a contact centre;
- 1.5 (b)(ii)(H) Acquire product or service knowledge;
- 1.5 (b)(ii)(I) Gather, collate and record information;
- 1.5 (b)(ii)(J) Analyse information;
- 1.5 (b)(ii)(K) Lead teams in a contact centre; and
- 1.5 (b)(ii)(L) Develop teams and individuals in a contact centre.

## **1.6 Senior Team Leader**

### **1.6 (a) Role Definition**

- 1.6 (a)(i) A Principal customer contact leader is employed in the application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of functions in either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.
- 1.6 (a)(ii) A Telecommunications customer contact leader would coordinate the work of a number of teams within a call centre environment, and would typically have a number of specialists/supervisors reporting to them.

### **1.6 (b) Indicative tasks**

- 1.6 (b)(i) The following tasks are indicative of those performed by an employee at this level:
  - 1.6 (b)(i)(A) Manage personal work priorities and professional development;
  - 1.6 (b)(i)(B) Provide leadership in the workplace;
  - 1.6 (b)(i)(C) Establish effective workplace relationships;
  - 1.6 (b)(i)(D) Facilitate work teams;
  - 1.6 (b)(i)(E) Manage operational plan;
  - 1.6 (b)(i)(F) Manage workplace information systems;
  - 1.6 (b)(i)(G) Manage quality customer service;
  - 1.6 (b)(i)(H) Ensure a safe workplace;
  - 1.6 (b)(i)(I) Promote continuous improvement;
  - 1.6 (b)(i)(J) Facilitate and capitalize on change and innovation; and
  - 1.6 (b)(i)(K) Develop a workplace learning environment.

## **2.0 Clerical and Administration Stream - Classifications**

### **2.1 Clerical and Administration A**

#### **2.1 (a) Role definition**

**2.1 (a)(i)** An employee at this level:

**2.1 (a)(i)(A)** Works under direct supervision with regular checking of progress;

**2.1 (a)(i)(B)** Applies knowledge and skills to a limited range of tasks; and

**2.1 (a)(i)(C)** Performs work within established routines, methods and procedures that are predictable and which require the exercise of limited discretion.

#### **2.1 (b) Indicative tasks**

**2.1 (b)(i)** The following tasks are indicative of those performed by an employee at this level:

**2.1 (b)(i)(A)** Prepare for work;

**2.1 (b)(i)(B)** Complete daily work activities;

**2.1 (b)(i)(C)** Apply basic communication skills;

**2.1 (b)(i)(D)** Plan skills development;

**2.1 (b)(i)(E)** Use business equipment;

**2.1 (b)(i)(F)** Follow workplace safety procedures;

**2.1 (b)(i)(G)** Operate a personal computer;

**2.1 (b)(i)(H)** Develop keyboard skills; and

**2.1 (b)(i)(I)** Follow environmental work practices.

### **2.2 Clerical and Administration B**

#### **2.2 (a) Role definition**

**2.2 (a)(i)** An employee at this level:

**2.2 (a)(i)(A)** Works under routine supervision with intermittent checking;

**2.2 (a)(i)(B)** Applies knowledge and skills to a range of tasks; and

**2.2 (a)(i)(C)** Usually performs work within established routines, methods and procedures, which involve the exercise of some discretion and minor decision making.

## **2.2 (b) Indicative tasks**

**2.2 (b)(i)** The following tasks are indicative of those performed by an employee at this level:

- 2.2 (b)(i)(A) Work effectively in a business environment;
- 2.2 (b)(i)(B) Organise and complete daily work activities;
- 2.2 (b)(i)(C) Communicate in the workplace;
- 2.2 (b)(i)(D) Work effectively with others;
- 2.2 (b)(i)(E) Use business technology;
- 2.2 (b)(i)(F) Process and maintain workplace information;
- 2.2 (b)(i)(G) Prepare and process financial/business documents;
- 2.2 (b)(i)(H) Deliver a service to customers;
- 2.2 (b)(i)(I) Provide information to clients;
- 2.2 (b)(i)(J) Implement improved work practices;
- 2.2 (b)(i)(K) Participate in workplace safety procedures;
- 2.2 (b)(i)(L) Handle mail;
- 2.2 (b)(i)(M) Produce simple word-processed documents;
- 2.2 (b)(i)(N) Create and use simple spreadsheets; and
- 2.2 (b)(i)(O) Participate in environmental work practices.

## **2.3 Clerical and Administration C**

### **2.3 (a) Role definition**

**2.3 (a)(i)** An employee at this level:

- 2.3 (a)(i)(A) Works under limited supervision with checking related to overall progress;
- 2.3 (a)(i)(B) May be responsible for the work of others and may be required to coordinate such work;
- 2.3 (a)(i)(C) Applies knowledge with depth in some areas and a broad range of skills; and
- 2.3 (a)(i)(D) Performs work within routines, methods and procedures where some discretion and judgment is required.

### **2.3 (b) Indicative tasks**

**2.3 (b)(i)** The following tasks are indicative of those performed by an employee at this level:

- 2.3 (b)(i)(A) Exercise initiative in a business environment;
- 2.3 (b)(i)(B) Organise personal work priorities and development;
- 2.3 (b)(i)(C) Contribute to effective workplace relationships;
- 2.3 (b)(i)(D) Contribute to personal skill development and learning;
- 2.3 (b)(i)(E) Organise workplace information;
- 2.3 (b)(i)(F) Produce business documents;
- 2.3 (b)(i)(G) Maintain business resources;
- 2.3 (b)(i)(H) Maintain financial records;
- 2.3 (b)(i)(I) Recommend products and services;
- 2.3 (b)(i)(J) Deliver and monitor a service to customers;
- 2.3 (b)(i)(K) Maintain workplace safety;
- 2.3 (b)(i)(L) Support innovation and change;
- 2.3 (b)(i)(M) Maintain environmental procedures;
- 2.3 (b)(i)(N) Produce texts from shorthand notes;
- 2.3 (b)(i)(O) Produce texts from notes;
- 2.3 (b)(i)(P) Produce texts from audio transcription;
- 2.3 (b)(i)(Q) Design and develop text documents;
- 2.3 (b)(i)(R) Create and use databases;
- 2.3 (b)(i)(S) Create electronic presentations;
- 2.3 (b)(i)(T) Organise schedules;
- 2.3 (b)(i)(U) Process payroll;
- 2.3 (b)(i)(V) Process accounts payable and receivable;
- 2.3 (b)(i)(W) Maintain a general ledger;
- 2.3 (b)(i)(X) Support leadership in the workplace;
- 2.3 (b)(i)(Y) Participate in work teams;
- 2.3 (b)(i)(Z) Support operational plans;
- 2.3 (b)(i)(AA) Provide workplace information and resourcing plans;
- 2.3 (b)(i)(AB) Support continuous improvement systems and processes;
- 2.3 (b)(i)(AC) Deliver and monitor a service to customers; and

2.3 (b)(i)(AD) Support a workplace learning environment.

## 2.4 Clerical and Administration D

### 2.4 (a) Role definition

2.4 (a)(i) An employee at this level:

- 2.4 (a)(i)(A) Works without supervision, with general guidance on progress and outcomes sought;
- 2.4 (a)(i)(B) May be responsible for the organisation of the work of others;
- 2.4 (a)(i)(C) Applies knowledge with depth in some areas and a broad range of skills;
- 2.4 (a)(i)(D) Performs a wide range of tasks, and the range and choice of actions required will usually be complex; and
- 2.4 (a)(i)(E) Performs work within routines, methods and procedures where discretion and judgment is required, for both self and others.

### 2.4 (b) Indicative tasks

2.4 (b)(i) The following tasks are indicative of those performed by an employee at this level:

- 2.4 (b)(i)(A) Develop work priorities;
- 2.4 (b)(i)(B) Establish business networks;
- 2.4 (b)(i)(C) Develop teams and individuals;
- 2.4 (b)(i)(D) Analyse and present research information;
- 2.4 (b)(i)(E) Maintain business technology;
- 2.4 (b)(i)(F) Coordinate business resources;
- 2.4 (b)(i)(G) Report on financial activity;
- 2.4 (b)(i)(H) Promote products and services;
- 2.4 (b)(i)(I) Coordinate implementation of customer service strategies;
- 2.4 (b)(i)(J) Monitor a safe workplace;
- 2.4 (b)(i)(K) Promote innovation and change;
- 2.4 (b)(i)(L) Implement and monitor environmental policies;
- 2.4 (b)(i)(M) Show leadership in the workplace;
- 2.4 (b)(i)(N) Manage effective workplace relationships;
- 2.4 (b)(i)(O) Lead work teams;
- 2.4 (b)(i)(P) Implement operational plan;

- 2.4 (b)(i)(Q) Implement workplace information system;
- 2.4 (b)(i)(R) Implement continuous improvement;
- 2.4 (b)(i)(S) Develop teams and individuals;
- 2.4 (b)(i)(T) Produce complex texts from shorthand notes;
- 2.4 (b)(i)(U) Produce complex business documents;
- 2.4 (b)(i)(V) Develop and use complex databases;
- 2.4 (b)(i)(W) Develop and use complex spreadsheets;
- 2.4 (b)(i)(X) Organise meetings;
- 2.4 (b)(i)(Y) Organise business travel;
- 2.4 (b)(i)(Z) Administer projects; and
- 2.4 (b)(i)(AA) Prepare financial reports.

## 2.5 Clerical and Administration E

### 2.5 (a) Role definition

2.5 (a)(i) An employee at this level:

- 2.5 (a)(i)(A) May be responsible for the planning and management of the work of others;
- 2.5 (a)(i)(B) Applies knowledge with substantial depth in some areas, and a range of skills which may be varied or highly specific;
- 2.5 (a)(i)(C) Applies knowledge and skills independently and non-routinely; and
- 2.5 (a)(i)(D) Exercises considerable judgment and initiative .

### 2.5 (b) Indicative tasks

2.5 (b)(i) The following tasks are indicative of those performed by an employee at this level:

- 2.5 (b)(i)(A) Manage personal work priorities and professional development;
- 2.5 (b)(i)(B) Provide leadership in the workplace;
- 2.5 (b)(i)(C) Establish effective workplace relationships;
- 2.5 (b)(i)(D) Facilitate work teams;
- 2.5 (b)(i)(E) Manage operational plan;
- 2.5 (b)(i)(F) Manage workplace information systems;
- 2.5 (b)(i)(G) Manage quality customer service;

- 2.5 (b)(i)(H) Ensure a safe workplace;
- 2.5 (b)(i)(I) Promote continuous improvement;
- 2.5 (b)(i)(J) Facilitate and capitalize on change and innovation;
- 2.5 (b)(i)(K) Develop a workplace learning environment;
- 2.5 (b)(i)(L) Manage the establishment and maintenance of a workgroup network;
- 2.5 (b)(i)(M) Manage meetings;
- 2.5 (b)(i)(N) Plan or review administration systems;
- 2.5 (b)(i)(O) Manage payroll; and
- 2.5 (b)(i)(P) Manage business document design and development.

## 2.6 Technical Associate

### 2.6 Role definition

- 2.6 (a) A Contract call centre industry technical associate performs work involving the application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.
- 2.6 (b) An employee in this role is involved in:
  - 2.6 (b)(i) Design, installation and management of telecommunications computer equipment and systems
  - 2.6 (b)(ii) Design, installation and management of data communications equipment.
- 2.6 (c) This role includes assessing installation requirements, designing systems, planning and performing installations, testing installed equipment and fault finding. It involves a high degree of autonomy and may include some supervision of others.

### 2.6 (d) Indicative tasks

- 2.6 (d) The following tasks are indicative of those performed by an employee at this level:
  - 2.6 (d)(i) Undertake qualification testing of new or enhanced equipment and systems;
  - 2.6 (d)(ii) Undertake system administration;
  - 2.6 (d)(iii) Undertake network traffic management;
  - 2.6 (d)(iv) Undertake network performance analysis;
  - 2.6 (d)(v) Create code for applicants; and
  - 2.6 (d)(vi) Prepare a detailed design for a communication network