



# REPORT TO THE FULL BENCH

*Fair Work Act 2009*

s.156 - 4 yearly review of modern awards

## **4 Yearly Review of Modern Awards: Various Awards**

(AM2014/217 and ors)

COMMISSIONER ROE

MELBOURNE, 19 MAY 2017

*Four yearly Review of Modern Awards: Various Awards - Report to the Full Bench.*

[1] This Report relates to one matter which was described as outstanding in the Report I made dated 21 July 2016 concerning the following Awards:

- AM2014/217 – *Banking, Finance and Insurance Award 2010*
- AM2014/218 – *Business Equipment Award 2010*
- AM2014/222 – *Contract Call Centres Award 2010*
- AM2014/221 – *Commercial Sales Award 2010*
- AM2014/248 – *Telecommunications Services Award 2010*

[2] The matter relates to the proposal by the CPSU and the ASU to insert classification for trainers in the Contact Call Centre Award 2010 and the Telecommunication Services Award 2010. This matter was the subject of further conference before me and also to a number of separate discussions between the ASU, CPSU and Ai Group. The three parties have now reached an agreement on proposed changes to the two Awards. The proposed changes to the classification definitions to deal with the issue of training are set out in the attached correspondence.

[3] Any interested party who wishes to make a submission about this proposal must do so by no later than 2 June 2017. It is proposed to deal with this matter on the basis of the submissions received by 2 June 2017. If there is any objection to this proposed course of action it should be received by no later than 2 June 2017.



COMMISSIONER

## ATTACHMENT CORRESPONDENCE FROM CPSU OF 18 MAY 2017.

**From:** [Kristin Barlow](#)  
**To:** [Chambers - Roe C](#)  
**Cc:** [Stephen Smith \(Stephen.Smith@aigroup.com.au\)](#); [jknight@asu.asn.au](#)  
**Subject:** Report back regarding Contract Call Centre Award and CPSU application  
**Date:** Thursday, 18 May 2017 11:19:27 AM

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Dear Commissioner Roe

As you know, for the past several months, the CPSU, ASU and Ai Group have been engaged in discussions regarding the CPSU and ASU's proposed variations to the classification structures in the *Contract Call Centre Award* and the *Telecommunications Services Award*.

We advise that agreement has been reached between the CPSU, ASU and Ai Group on the attached amendments to the classification structure in the Exposure Draft of the Contract Call Centre Award, in settlement of the unions' claims. The parties have agreed that the classification structure in the Exposure Draft of the *Telecommunications Services Award* will not be amended.

We commend the proposed variations to the Commission, which we submit are consistent with the modern awards objective. Those changes are contained below this email and marked in yellow.

Yours sincerely

Kristin Barlow

### **(d) Principal Customer Contact Specialist**

#### **(i) Role definition**

A Principal Customer Contact Specialist is employed to perform a broad range of skilled applications and provide leadership and guidance to others in the application and planning of the skills. Such an employee will:

- receive calls;
- use common call centre telephone and computer technology;
- enter and retrieve data;
- work in a team; and
- manage their own work.

**(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 as a coach, mentor or senior staff member.

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

- providing services to customers involving a high level of product or service knowledge, often autonomously acquired;
- using multiple technologies such as telephony, internet services and face-to-face contact;  
**and**

- 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; and

**(iv)** An employee at this level may provide on the job training instead of customer contact and assist with developing training programs where they are not receiving calls.

**(e) Customer Contact Team Leader**

**(i) Role definition**

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 will:

- receive calls;
- use common call centre telephone and computer technology;
- enter and retrieve data;
- work in a team; and
- manage their own work.

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

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

- providing services to customers involving a high level of product or service knowledge, often autonomously acquired;
- using multiple technologies such as telephony, internet services and face-to-face contact; and
- 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.

**(iv) Indicative tasks**

An employee at this level would normally perform the following indicative tasks:

- follow occupational health and safety policy and procedures;
- communicate in a customer contact centre;
- work in a customer contact centre environment;
- respond to inbound customer contact;
- conduct outbound customer contact;
- use basic computer technology;
- use an enterprise information system;
- provide quality customer service; and
- provide leadership in a contact centre.

**(v)** An employee at this level would also normally perform some of the following indicative tasks:

- lead operations in a contact centre;

- monitor safety in a contact centre;
- implement continuous improvement in a contact centre;
- lead innovation and change in a contact centre;
- administer customer contact telecommunications technology;
- implement customer service strategies in a contact centre;
- implement information systems in a contact centre;
- acquire product or service knowledge;
- gather, collate and record information;
- analyse information; and
- lead teams in a contact centre; develop teams and individuals in a contact centre; and
- Develop and lead on the job training

**(vi) Qualifications**

An employee who holds a Certificate IV in Telecommunications (Customer Contact) or equivalent would be classified at this level when employed to perform the functions in the role definition and taking into account the indicative tasks.

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