

## MAJOR GROUP **5** CLERICAL AND ADMINISTRATIVE WORKERS .....

CLERICAL AND ADMINISTRATIVE WORKERS provide support to Managers, Professionals and organisations by organising, storing, manipulating and retrieving information.

### *Indicative Skill Level:*

Most occupations in this major group have a level of skill commensurate with the qualifications and experience outlined below.

#### *In Australia:*

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

#### *In New Zealand:*

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

### *Tasks Include:*

- administering contracts, programs and projects
- setting, reviewing and controlling office functions
- performing clerical, secretarial, organisational and other administrative functions
- entering, processing and editing text and data
- greeting clients and visitors, and responding to inquiries and requests for information
- producing, recording and evaluating financial, production, stock and statistical information
- receiving, processing and sending mail, documents and information

Occupations in this major group are classified into the following sub-major groups:

- 51 Office Managers and Program Administrators
- 52 Personal Assistants and Secretaries
- 53 General Clerical Workers
- 54 Inquiry Clerks and Receptionists
- 55 Numerical Clerks
- 56 Clerical and Office Support Workers
- 59 Other Clerical and Administrative Workers

## MAJOR GROUP 5 *continued*

### SUB-MAJOR GROUP 51 OFFICE MANAGERS AND PROGRAM ADMINISTRATORS

OFFICE MANAGERS AND PROGRAM ADMINISTRATORS plan and undertake administration of organisational programs and projects, and organise and manage the activities of offices and practices.

*Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- coordinating activities to ensure that objectives of the organisation and office are met
- liaising with professionals, owners, other departments and personnel to ensure that goals are met
- advising senior management on matters requiring attention and implementing their decisions
- managing paperwork, records and information associated with undertaking projects and running offices and practices
- responding to inquiries concerning programs and services
- setting, reviewing and controlling office functions

Occupations in this sub-major group are classified into the following minor groups:

- 511 Contract, Program and Project Administrators
- 512 Office and Practice Managers

**MINOR GROUP 511 CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS**

CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS plan and undertake administration of contracts, organisational programs, special projects and support services.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- negotiating, developing and reviewing contracts, programs, projects and services
- responding to inquiries and resolving problems concerning contracts, programs, projects, services provided, and persons affected
- managing paperwork associated with contracts, programs, projects and services provided
- working with Project Managers, Architects, Engineering Professionals, owners and others to ensure that goals are met
- advising senior management on matters requiring attention and implementing their decisions
- overseeing work by contractors and reporting on variations to work orders
- preparing and reviewing submissions and reports concerning the organisation's activities
- collecting and analysing data associated with projects undertaken, and reporting on project outcomes
- reviewing and arranging new office accommodation

Occupations in this minor group are classified into the following unit group:

5111 Contract, Program and Project Administrators

**UNIT GROUP 5111 CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS**

CONTRACT, PROGRAM AND PROJECT ADMINISTRATORS plan and undertake administration of contracts, organisational programs, special projects and support services.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- developing, reviewing and negotiating variations to contracts, programs, projects and services
- responding to inquiries and resolving problems concerning contracts, programs, projects, services provided, and persons affected
- managing paperwork associated with contracts, programs, projects and services provided
- working with Project Managers, Architects, Engineering Professionals, owners and others to ensure that goals are met
- advising senior management on matters requiring attention and implementing their decisions
- overseeing work by contractors and reporting on variations to work orders
- preparing and reviewing submissions and reports concerning the organisation's activities
- collecting and analysing data associated with projects undertaken, and reporting on project outcomes
- reviewing and arranging new office accommodation

Occupations:

511111 Contract Administrator

511112 Program or Project Administrator

**511111 CONTRACT ADMINISTRATOR**

Alternative Title:

Contract Officer

Prepares, interprets, maintains, reviews and negotiates variations to contracts on behalf of an organisation.

Skill Level: 2

**511112 PROGRAM OR PROJECT ADMINISTRATOR**

Alternative Title:

Project Coordinator

Plans and undertakes administration of organisational programs, special projects and support services.

Skill Level: 2



MINOR GROUP 512 OFFICE AND PRACTICE MANAGERS

OFFICE AND PRACTICE MANAGERS organise and manage the functions and resources of offices and professional practices such as administrative systems and office personnel.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the office
- liaising with Professionals to coordinate office business and to facilitate resolution of problems
- managing physical facilities and ensuring buildings and equipment are maintained
- ensuring compliance with occupational health and safety regulations
- ensuring work complies with relevant government legislation, policies and procedures
- coordinating personnel activities such as hiring, promotions, performance appraisals, payroll, training and supervision

Occupations in this minor group are classified into the following unit groups:

5121 Office Managers

5122 Practice Managers

UNIT GROUP 5121 OFFICE MANAGERS

OFFICE MANAGERS organise and control the functions and resources of offices such as administrative systems and office personnel.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advanced Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the office
- liaising with Professionals to coordinate office business and to facilitate resolution of problems
- managing physical facilities and ensuring buildings and equipment are maintained
- ensuring compliance with occupational health and safety regulations
- ensuring work complies with relevant government legislation, policies and procedures
- coordinating personnel activities such as hiring, promotions, performance management, payroll, training and supervision

Occupation:

512111 Office Manager

**512111 OFFICE MANAGER**

Organises and controls the functions and resources of an office such as administrative systems and office personnel.

Skill Level: 2

**UNIT GROUP 5122 PRACTICE MANAGERS**

PRACTICE MANAGERS organise and control the functions and resources of professional practices such as administrative systems and practice personnel.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Associate Degree, Advance Diploma or Diploma (ANZSCO Skill Level 2)

In New Zealand:

NZ Register Diploma (ANZSCO Skill Level 2)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- contributing to the planning and review of office services, and setting priorities and office service standards
- allocating human resources, space and equipment
- assigning work to and monitoring work performance of staff
- managing records and accounts of the practice
- liaising with Professionals to coordinate practice business and to facilitate resolution of problems
- managing physical facilities and ensuring buildings and equipment are maintained
- ensuring compliance with occupational health and safety regulations
- ensuring work complies with relevant government legislation, policies and procedures
- coordinating personnel activities such as hiring, promotions, performance management, payroll, training and supervision

Occupations:

512211 Health Practice Manager

512299 Practice Managers nec

**512211 HEALTH PRACTICE MANAGER**

Organises and controls the functions and resources of a health practice such as administrative systems and practice personnel.

Skill Level: 2

Specialisations:

Chiropractic Practice Manager

Dental Practice Manager

Medical Practice Manager

Physiotherapy Practice Manager

## MAJOR GROUP 5 *continued*

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### UNIT GROUP 5122 PRACTICE MANAGERS *continued*

#### 512299 PRACTICE MANAGERS NEC

This occupation group covers Practice Managers not elsewhere classified.

Skill Level: 2

Occupations in this group include:

- Accounting Practice Manager
- Architectural Practice Manager
- Legal Practice Manager
- Veterinary Practice Manager

SUB-MAJOR GROUP 52 PERSONAL ASSISTANTS AND SECRETARIES

PERSONAL ASSISTANTS AND SECRETARIES perform organisational, clerical, secretarial and other administrative tasks in support of Managers and Professionals.

*Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- liaising with other staff about a range of matters relating to the organisation's operations
- drafting and preparing documents such as briefing notes, memoranda and correspondence
- maintaining appointment diaries and making travel arrangements
- processing mail, filing correspondence and maintaining records
- answering telephone calls and inquiries
- taking and transcribing dictation of letters and other documents

Occupations in this sub-major group are classified into the following minor group:

521 Personal Assistants and Secretaries

MINOR GROUP 521 PERSONAL ASSISTANTS AND SECRETARIES

PERSONAL ASSISTANTS AND SECRETARIES perform organisational, clerical, secretarial and other administrative tasks in support of Managers and Professionals.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- liaising with other staff about a range of matters relating to the organisation's operations
- drafting and preparing documents such as briefing notes, memoranda and correspondence
- maintaining appointment diaries and making travel arrangements
- processing mail, filing correspondence and maintaining records
- answering telephone calls and inquiries
- taking and transcribing dictation of letters and other documents

Occupations in this minor group are classified into the following unit groups:

- 5211 Personal Assistants
- 5212 Secretaries

UNIT GROUP 5211 PERSONAL ASSISTANTS

PERSONAL ASSISTANTS perform liaison, coordination and organisational tasks in support of Managers and Professionals.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- liaising with other staff on matters relating to the organisation's operations
- researching and preparing reports, briefing notes, memoranda, correspondence and other routine documents
- maintaining confidential files and documents
- attending meetings and acting as secretary as required
- maintaining appointment diaries and making travel arrangements
- processing incoming and outgoing mail, filing correspondence and maintaining records
- screening telephone calls and answering inquiries
- taking and transcribing dictation of letters and other documents
- may supervise other secretarial and clerical staff

Occupation:

521111 Personal Assistant

**521111 PERSONAL ASSISTANT**

Performs liaison, coordination and organisational tasks in support of Managers and Professionals.

Skill Level: 3

UNIT GROUP 5212 SECRETARIES

SECRETARIES perform secretarial, clerical and other administrative tasks in support of Managers, Legal Professionals and other professionals.

Medical Secretaries are excluded from this unit group. Medical Secretaries are included in Unit Group 5421 Receptionists, in Occupation 542114 Medical Receptionist.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- liaising with other staff to arrange meetings, and to gain and provide information
- preparing reports, briefing notes and correspondence, and proofreading work for typographical and grammatical errors
- maintaining appointment diaries and making travel arrangements
- processing incoming and outgoing mail, filing correspondence and maintaining records
- answering telephone calls, responding to inquiries and redirecting callers
- taking and transcribing dictation of letters and other documents
- greeting visitors, ascertaining nature of business and directing visitors to appropriate persons
- may implement management decisions and maintain records of meetings
- may handle bookkeeping and petty cash functions

Occupation:

521211 Secretary (General)

521212 Legal Secretary

**521211 SECRETARY (GENERAL)**

Performs secretarial, clerical and other administrative tasks in support of Managers and Professionals.

Skill Level: 3

**521212 LEGAL SECRETARY**

Performs secretarial, clerical and other administrative tasks in support of Legal Professionals applying knowledge of legal terminology, procedures and documents.

Skill Level: 3



## MAJOR GROUP 5 *continued*

### SUB-MAJOR GROUP 53 GENERAL CLERICAL WORKERS

GENERAL CLERICAL WORKERS perform general administrative, data entry and word processing tasks.

*Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- receiving, sorting, opening, classifying, photocopying and filing information
- entering text and data via keyboards for further processing
- retrieving and updating data in storage and keeping records
- preparing reports, letters and similar matter
- transcribing information, and proofreading and correcting copy

Occupations in this sub-major group are classified into the following minor groups:

- 531 General Clerks
- 532 Keyboard Operators

**MINOR GROUP 531 GENERAL CLERKS**

GENERAL CLERKS perform a range of clerical and administrative tasks.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- recording, preparing, sorting, classifying and filing information
- sorting, opening and sending mail
- photocopying and faxing documents
- preparing reports of a routine nature
- recording issue of equipment to staff
- receiving letters and telephone messages
- transcribing information onto computers, and proofreading and correcting copy
- may provide customers with information about services
- may perform receptionist duties

Occupations in this minor group are classified into the following unit group:

5311 General Clerks

UNIT GROUP 5311 GENERAL CLERKS

GENERAL CLERKS perform a range of clerical and administrative tasks.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- recording, preparing, sorting, classifying and filing information
- sorting, opening and sending mail
- photocopying and faxing documents
- preparing reports of a routine nature
- recording issue of equipment to staff
- receiving letters and telephone messages
- transcribing information onto computers, and proofreading and correcting copy
- may provide customers with information about services
- may perform receptionist duties

Occupation:

531111 General Clerk

**531111 GENERAL CLERK**

Performs a range of clerical and administrative tasks.

Skill Level: 4

MINOR GROUP 532 KEYBOARD OPERATORS

KEYBOARD OPERATORS input and process text and data, and prepare, edit and generate documents for storage, processing, publication and transmission.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- entering data and codes required to process information
- retrieving, confirming and updating data in storage and keeping records of data input
- taking verbatim records of proceedings in rapid shorthand using computerised equipment and shorthand-writing machines
- transcribing information recorded in shorthand and on sound recording equipment, and proofreading and correcting copy
- reading portions of transcripts during trials and other proceedings on request of Judges and other officials
- reproducing the spoken word, environmental sounds and song lyrics as captions for television programming, and the deaf and hearing impaired
- preparing reports, letters and similar material for publication and electronic transmission
- sorting outgoing material and preparing documents for transmission

Occupations in this minor group are classified into the following unit group:

5321 Keyboard Operators

UNIT GROUP 5321 KEYBOARD OPERATORS

KEYBOARD OPERATORS input and process text and data, and prepare, edit and generate documents for storage, processing, publication and transmission.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- entering data and codes required to process information
- retrieving, confirming and updating data in storage and keeping records of data input
- taking verbatim records of proceedings in rapid shorthand using computerised equipment and shorthand-writing machines
- transcribing information recorded in shorthand and on sound recording equipment, and proofreading and correcting copy
- reading portions of transcripts during trials and other proceedings on request of Judges and other officials
- reproducing the spoken word, environmental sounds and song lyrics as captions for television programming, and the deaf and hearing impaired
- preparing reports, letters and similar material for publication and electronic transmission
- sorting outgoing material and preparing documents for transmission

Occupations:

532111 Data Entry Operator

532112 Machine Shorthand Reporter

532113 Word Processing Operator

**532111 DATA ENTRY OPERATOR**

Alternative Title:

Data Processing Operator

Operates a keyboard to input and transfer data into a computer for storage, processing and transmission.

Skill Level: 4

## MAJOR GROUP 5 *continued*

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### UNIT GROUP 5321 KEYBOARD OPERATORS *continued*

#### 532112 MACHINE SHORTHAND REPORTER

Records and reproduces the spoken word in court and parliamentary proceedings, television programming and for the deaf and hearing impaired using handwritten shorthand, stenotype shorthand machines, computer-assisted transcription software and sound recording equipment.

Skill Level: 4

Specialisations:

Braille Transcriber

Court Reporter

Hansard Reporter

Realtime Reporter

Stenocaptioner

#### 532113 WORD PROCESSING OPERATOR

Alternative Title:

Typist

Operates a computer to type, edit and generate a variety of documents and reports.

Skill Level: 4

**SUB-MAJOR GROUP 54 INQUIRY CLERKS AND RECEPTIONISTS**

INQUIRY CLERKS AND RECEPTIONISTS respond to requests for information, and receive and greet people.

*Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

*In Australia:*

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

*In New Zealand:*

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- answering customer inquiries for information about the organisation and the goods and services it offers
- resolving customer complaints and problems with goods and services provided
- recording information about inquiries and complaints
- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering, connecting and transferring telephone calls

Occupations in this sub-major group are classified into the following minor groups:

541 Call or Contact Centre Information Clerks

542 Receptionists

**MINOR GROUP 541 CALL OR CONTACT CENTRE INFORMATION CLERKS**

CALL OR CONTACT CENTRE INFORMATION CLERKS provide information to customers about goods and services.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

*In Australia:*

- AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

*In New Zealand:*

- NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- answering customer inquiries for information about goods and services
- resolving customer complaints and problems with goods and services provided
- recording information about inquiries and complaints
- referring complex inquiries to supervisors
- arranging the despatch of information kits and brochures

Occupations in this minor group are classified into the following unit groups:

- 5411 Call or Contact Centre Workers
- 5412 Inquiry Clerks



UNIT GROUP 5411 CALL OR CONTACT CENTRE WORKERS

CALL OR CONTACT CENTRE WORKERS respond to telephone, Internet and email inquiries and complaints about an organisation's goods and services, and promote the goods and services.

*Indicative Skill Level:*

The occupation Call or Contact Centre Team Leader has a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

In New Zealand:

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

The occupation Call or Contact Centre Operator has a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- answering incoming calls, emails and messages, and assisting customers with their specific inquiries
- identifying requirements and recording information into computer systems
- coaching staff and assisting call centre operators to resolve problems and customer inquiries
- developing rosters and managing staff numbers to meet work flows
- listening to calls conducted by call centre operators and providing performance feedback
- monitoring and timing calls
- creating further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer
- updating databases to reflect changes to the status of customers and prospective customers
- arranging the despatch of goods, information kits and brochures to customers and interested parties
- undertaking clerical duties, such as faxing, and filling out paperwork, and liaising with other departments associated with completing the customer contact
- issuing invoices and receiving electronic payments for goods and services provided

Occupations:

541111 Call or Contact Centre Team Leader

541112 Call or Contact Centre Operator

## MAJOR GROUP 5 *continued*

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### UNIT GROUP 5411 CALL OR CONTACT CENTRE WORKERS *continued*

#### 541111 CALL OR CONTACT CENTRE TEAM LEADER

Alternative Titles:

Call Centre Supervisor

Contact Centre Supervisor

Oversees and determines work requirements, monitors telephone calls, coaches and allocates duties to Call or Contact Centre Operators.

Skill Level: 3

Specialisations:

Call or Contact Centre Coach

Call or Contact Centre Workforce Planner

#### 541112 CALL OR CONTACT CENTRE OPERATOR

Answers customer telephone, Internet and email inquiries about goods and services, and promotes the goods and services.

Skill Level: 4

UNIT GROUP 5412 INQUIRY CLERKS

INQUIRY CLERKS respond to personal, written and telephone inquiries and complaints about the organisation's goods and services, provide information and refer people to other sources.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- answering inquiries about goods and services, and providing information about their availability, location, price and related issues
- responding to inquiries about problems and providing advice, information and assistance
- recording information about inquiries and complaints
- referring complex inquiries to team leaders or expert advisers
- issuing relevant forms, information kits and brochures to interested parties
- accessing and operating computer network systems and communication systems such as public address and paging systems
- may refer inquiries to other sources

Occupation:

541211 Inquiry Clerk

**541211 INQUIRY CLERK**

Alternative Title:

Inquiry Officer (Aus)

Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources.

Skill Level: 4

Specialisation:

Information Clerk

## MINOR GROUP 542 RECEPTIONISTS

RECEPTIONISTS receive and welcome visitors, patients, guests and clients, and respond to inquiries and requests.

Medical Secretaries are included in this minor group, in Occupation 542114 Medical Receptionist.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering inquiries and providing information on the goods, services and activities of the organisation
- answering, connecting and transferring telephone calls
- receiving and resolving complaints from clients and the public
- receiving and distributing correspondence, facsimile messages and deliveries
- maintaining the reception area
- advising on and arranging reservations and accommodation
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying

Occupations in this minor group are classified into the following unit group:

5421 Receptionists

UNIT GROUP 5421 RECEPTIONISTS

RECEPTIONISTS receive and welcome visitors, patients, guests and clients, and respond to inquiries and requests.

Medical Secretaries are included in this unit group, in Occupation 542114 Medical Receptionist.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering inquiries and providing information on the goods, services and activities of the organisation
- answering, connecting and transferring telephone calls
- receiving and resolving complaints from clients and the public
- receiving and distributing correspondence, facsimile messages and deliveries
- maintaining the reception area
- advising on and arranging reservations and accommodation
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying

Occupations:

542111 Receptionist (General)

542112 Admissions Clerk

542113 Hotel or Motel Receptionist

542114 Medical Receptionist

**542111 RECEPTIONIST (GENERAL)**

Greets clients and visitors, and responds to personal, telephone, email and written inquiries and requests.

Skill Level: 4

**542112 ADMISSIONS CLERK**

Alternative Title:

Hospital Ward Clerk

Records and processes information required for the admission and discharge of hospital patients and responds to telephone inquiries.

Skill Level: 4

## **MAJOR GROUP 5** *continued*

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### **UNIT GROUP 5421 RECEPTIONISTS** *continued*

#### **542113 HOTEL OR MOTEL RECEPTIONIST**

Greets and checks in guests, and looks after their needs on arrival and during their stay in a hotel or motel.

Skill Level: 4

#### **542114 MEDICAL RECEPTIONIST**

Greets patients and other clients in a health facility, such as a clinic, practice, centre or surgery, and responds to personal, telephone and written inquiries and requests.

Skill Level: 4

### SUB-MAJOR GROUP 55 NUMERICAL CLERKS

NUMERICAL CLERKS compile, record and process documents relating to creditors and debtors, operating costs, financial transactions and payrolls, provide financial services to bank customers, and undertake routine statistical and actuarial computations.

*Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

*In Australia:*

AQF Certificate II or III (ANZSCO Skill Level 4)

*In New Zealand:*

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- processing accounts payable and receivable, and payment of wages and salaries
- keeping financial records, and maintaining, reconciling and balancing accounts
- processing and authorising credit and loan applications, and processing insurance applications and claims
- accepting money deposited by customers and crediting customers' accounts
- maintaining records of securities registrations and transactions
- compiling financial and statistical data, tables, graphs and charts

Occupations in this sub-major group are classified into the following minor groups:

- 551 Accounting Clerks and Bookkeepers
- 552 Financial and Insurance Clerks

## MAJOR GROUP 5 *continued*

### MINOR GROUP 551 ACCOUNTING CLERKS AND BOOKKEEPERS

ACCOUNTING CLERKS AND BOOKKEEPERS compile, record and process documents relating to creditors and debtors, operating costs, financial transactions and payrolls.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- preparing and processing documentation related to accounts payable and receivable, and wages and salaries
- reconciling invoices and despatching payments
- investigating, compiling and preparing reports of operating cost data
- keeping financial records
- maintaining, reconciling and balancing accounts
- processing payments of accounts, and wages and salaries

Occupations in this minor group are classified into the following unit groups:

5511 Accounting Clerks

5512 Bookkeepers

5513 Payroll Clerks



UNIT GROUP 5511 ACCOUNTING CLERKS

ACCOUNTING CLERKS monitor creditor and debtor accounts, undertake related routine documentation, and calculate and investigate the cost of wages, materials, overheads and other operating costs.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- preparing and processing documentation related to accounts payable and receivable
- reconciling invoices and despatching payments
- calculating, analysing and investigating the costs of proposed expenditure, wages and standard costs
- preparing bank reconciliations
- allocating expenditure to specified budget accounts
- summarising expenditure and receipts
- preparing records of standard costs and values for items such as raw materials and packaging supplies
- recording cost variations and contract price movements
- compiling cost data for preparation of operating budgets, and profit and loss calculations
- investigating the costs of proposed expenditures, quotations and estimates
- preparing reports of total costs, inventory adjustments, selling prices and profits
- may work in a call centre

Occupations:

551111 Accounts Clerk

551112 Cost Clerk

**551111 ACCOUNTS CLERK**

Alternative Title:

Accounts Payable or Receivable Clerk

Monitors creditor and debtor accounts, and undertakes related routine documentation. May work in a call centre.

Skill Level: 4

Specialisations:

Audit Clerk

Investment Accounting Clerk

**551112 COST CLERK**

Calculates and investigates the cost of wages, materials, overheads and other operating expenses.

Skill Level: 4

**UNIT GROUP 5512 BOOKKEEPERS**

BOOKKEEPERS maintain and evaluate records of financial transactions in account books and computerised accounting systems.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- keeping financial records, and maintaining and balancing accounts using manual and computerised systems
- monitoring cash flow and lines of credit
- preparing and producing financial statements, budget and expenditure reports and analyses using account books, ledgers and accounting software packages
- preparing invoices, purchase orders and bank deposits
- reconciling accounts against monthly bank statements
- verifying recorded transactions and reporting irregularities to management
- may be required to prepare forms reporting business tax entitlements and obligations such as the amount of goods and services tax paid and collected

Occupation:

551211 Bookkeeper

**551211 BOOKKEEPER**

Maintains and evaluates records of financial transactions in account books and computerised accounting systems.

Skill Level: 4

Specialisation:

Financial Administration Officer

UNIT GROUP 5513 PAYROLL CLERKS

PAYROLL CLERKS prepare payrolls and related records for employee salaries and statutory record-keeping purposes.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- creating files for new employees to record payroll data
- maintaining and updating files for existing employees to record information such as employee contact details, leave taken, overtime, promotions, transfers, tax deductions, health insurance payments and superannuation
- preparing payroll data from time sheets and other payroll and personnel records
- processing payment of wages and salaries
- issuing and recording adjustments to employees' pay
- interpreting industrial awards
- providing information to employees and managers about payroll matters such as tax issues, benefits and deductions
- finalising files and arrangements when employees retire, resign or transfer
- may be involved in maintaining superannuation and other deduction and contribution records

Occupation:

551311 Payroll Clerk

**551311 PAYROLL CLERK**

Alternative Titles:

Pay Clerk

Payroll Officer

Prepares payroll and related records for employee salaries and statutory record-keeping purposes.

Skill Level: 4

MINOR GROUP 552 FINANCIAL AND INSURANCE CLERKS

FINANCIAL AND INSURANCE CLERKS receive deposits and pay out money in financial institutions, process credit, loan and insurance applications, maintain records of securities transactions and registrations, offer odds and accept bets, and compile data and undertake statistical and actuarial computations.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

*In Australia:*

AQF Certificate II or III (ANZSCO Skill Level 4)

*In New Zealand:*

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- answering customer inquiries about bank accounts, credit standing and loans
- receiving deposits of money from and paying withdrawals of money to customers, and crediting and debiting their accounts
- processing and authorising the approval of credit and loan applications
- offering and varying odds on sporting events, and accepting and paying out bets
- processing insurance applications, adjustments to cover and claims against policies
- maintaining records of securities registrations and transactions
- compiling tables, graphs and charts

Occupations in this minor group are classified into the following unit groups:

- 5521 Bank Workers
- 5522 Credit and Loans Officers
- 5523 Insurance, Money Market and Statistical Clerks

UNIT GROUP 5521 BANK WORKERS

BANK WORKERS receive deposits and pay out money in financial and commercial institutions, keep records of transactions, issue receipts and cash cheques.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- greeting customers, identifying their needs and answering customer inquiries
- ensuring customers' forms are filled in correctly and checking customers' identification
- accepting cash and cheques deposited by customers, verifying records and receipts, and crediting customers' accounts
- paying money to customers according to advice slips, cheques and negotiable documents, and debiting customers' accounts
- providing change, cashing cheques and recording transactions
- opening and closing accounts for customers
- balancing cash and advising supervisors of cash position and discrepancies
- explaining and promoting bank services to customers and referring them to appropriate financial services

Occupation:

552111 Bank Worker

**552111 BANK WORKER**

Receives deposits and pays out money in a financial or commercial institution, keeps records of transactions, issues receipts and cashes cheques.

Skill Level: 4

**UNIT GROUP 5522 CREDIT AND LOANS OFFICERS**

CREDIT AND LOANS OFFICERS analyse, evaluate and process credit and loan applications.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- analysing information about customers and examining references, credit ratings, investment risks, pay slips and other information against predetermined policy standards
- contacting financial and credit institutions to obtain information about customers
- preparing papers setting out conditions of credit and loans, rates of repayment and loan periods, and providing information about customers' standing to financial and credit institutions
- authorising the approval of credit and loan applications and recommending credit and loan conditions and limits
- keeping records of payments, and preparing routine letters requesting payment for overdue accounts and forwarding these for legal action
- answering inquiries concerning credit standing of customers, loan balances and penalties
- may recommend, approve and arrange mortgages
- may work in a call centre

Occupation:

552211 Credit or Loans Officer

**552211 CREDIT OR LOANS OFFICER**

Alternative Titles:

Credit Clerk  
Finance Clerk  
Lending Consultant  
Loans Consultant  
Loans Officer

Analyses, evaluates and processes credit and loan applications. May work in a call centre.

Skill Level: 4

UNIT GROUP 5523 INSURANCE, MONEY MARKET AND STATISTICAL CLERKS

INSURANCE, MONEY MARKET AND STATISTICAL CLERKS prepare and check documentation associated with insurance, maintain records of securities transactions and registrations, offer odds and accept bets, and compile data and undertake statistical and actuarial computations.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

*In Australia:*

AQF Certificate II or III (ANZSCO Skill Level 4)

*In New Zealand:*

NZ Register level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

*Tasks Include:*

- obtaining information on the form of competitors by research, attending race trials and liaising with contacts
- offering and varying odds on competitors after considering the type of event, handicaps, weather conditions and odds offered by other Bookmakers
- processing insurance applications, adjustments to insurance cover, standard endorsements and insurance claims
- monitoring balances of accounts and summarising reinsurance to determine outstanding risk
- surveying potential risk exposure
- despatching notices of premiums due and forms concerning conservation and transfer of insurance
- reviewing, checking, verifying and issuing transaction documentation for securities
- claiming accruing dividends and processing dividend payments
- compiling statistics from financial records, survey returns and other data sources, and verifying the authenticity of the material
- operating computers to input, manipulate and output information
- compiling results of calculations into tables, graphs and charts to be used in analysis
- may work in a call centre

*Occupations:*

- 552311 Bookmaker
- 552312 Insurance Consultant
- 552313 Money Market Clerk
- 552314 Statistical Clerk

**552311 BOOKMAKER**

Determines risk, offers odds and accepts bets on the outcome of racing and other events. Registration or licensing is required.

This occupation is illegal in New Zealand.

Skill Level: 4

## MAJOR GROUP 5 *continued*

### UNIT GROUP 5523 INSURANCE, MONEY MARKET AND STATISTICAL CLERKS *continued*

#### 552312 INSURANCE CONSULTANT

Alternative Title:

Insurance Clerk

Prepares and checks documentation associated with insurance. May work in a call centre.

Skill Level: 4

Specialisations:

Health Insurance Assessor

Superannuation Clerk

#### 552313 MONEY MARKET CLERK

Alternative Titles:

Scrip Clerk (Stockbroking)

Securities Clerk

Processes documentation and maintains records of securities transactions and registrations.

Skill Level: 4

#### 552314 STATISTICAL CLERK

Compiles data and undertakes statistical and actuarial computations.

Skill Level: 4

Specialisation:

Actuarial Clerk



**SUB-MAJOR GROUP 56 CLERICAL AND OFFICE SUPPORT WORKERS**

CLERICAL AND OFFICE SUPPORT WORKERS perform a range of routine clerical and administrative tasks necessary to support the operation of organisations.

*Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications outlined below.

*In Australia:*

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

*In New Zealand:*

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- recording and entering bets, debiting credit and bank accounts electronically, and receiving cash
- sorting documents, mail and parcels, and delivering items to customers
- recording and updating information in record management systems
- interviewing people in surveys and market research to obtain information and their attitudes
- connecting, holding and transferring telephone calls, and providing telephone service information
- receiving advertising copy and entering text and other details
- reading meters

Occupations in this sub-major group are classified into the following minor group:

561 Clerical and Office Support Workers

**MINOR GROUP 561 CLERICAL AND OFFICE SUPPORT WORKERS**

CLERICAL AND OFFICE SUPPORT WORKERS perform a range of routine clerical and administrative tasks necessary to support the operation of organisations.

*Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- recording and entering bets, debiting credit and bank accounts electronically, and receiving cash
- sorting documents, mail and parcels, and delivering items to customers
- recording and updating information in record management systems
- interviewing people in surveys and market research to obtain information and their attitudes
- connecting, holding and transferring telephone calls, and providing telephone service information
- receiving advertising copy and entering text and other details
- reading meters

Occupations in this minor group are classified into the following unit groups:

- 5611 Betting Clerks
- 5612 Courier and Postal Deliverers
- 5613 Filing and Registry Clerks
- 5614 Mail Sorters
- 5615 Survey Interviewers
- 5616 Switchboard Operators
- 5619 Other Clerical and Office Support Workers

UNIT GROUP 5611 BETTING CLERKS

BETTING CLERKS take bets from customers at betting agencies, over the telephone and on course.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Registration or licensing may be required.

*Tasks Include:*

- taking bets and debiting credit accounts and bank accounts electronically, and receiving cash
- recording and entering bets electronically and in transaction ledgers
- issuing tickets and preparing summaries of transactions
- monitoring amounts of money placed on race entrants
- checking details and numbers on winning betting tickets against those in betting ledgers and electronic records, and paying out money on winning tickets
- verifying the identity and account balances of betting agency customers
- answering betting inquiries over the telephone, via email and in person
- may work in a call centre

Occupations:

561111 Betting Agency Counter Clerk

561112 Bookmaker's Clerk

561113 Telephone Betting Clerk

561199 Betting Clerks nec

**561111 BETTING AGENCY COUNTER CLERK**

Records and processes customer bets, payments and payouts over the counter at a betting agency for horse and dog racing, and other sports and events.

Skill Level: 5

**561112 BOOKMAKER'S CLERK**

Alternative Title:

Penciller

Assists Bookmakers to provide oncourse betting services at race meetings. Registration or licensing is required.

This occupation is illegal in New Zealand.

Skill Level: 5

Specialisation:

Bagman/woman (Aus)

## MAJOR GROUP 5 *continued*

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### UNIT GROUP 5611 BETTING CLERKS *continued*

#### 561113 TELEPHONE BETTING CLERK

Records and processes customer bets and account details over the telephone for horse and dog racing, and other sports events. May work in a call centre.

Skill Level: 5

#### 561199 BETTING CLERKS NEC

This occupation group covers Betting Clerks not elsewhere classified.

Skill Level: 5

Occupations in this group include:

Bingo Caller

Keno Terminal Operator

**UNIT GROUP 5612 COURIERS AND POSTAL DELIVERERS**

COURIERS AND POSTAL DELIVERERS deliver small items such as documents, messages, mail and parcels.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- sorting and sequencing items for delivery
- delivering mail, parcels, documents and other items to customers' premises and mailboxes
- receiving orders for deliveries from customers
- collecting signatures and charges for cash-on-delivery orders
- issuing and collecting receipts for pick-up and delivery items
- keeping records of items received and delivered
- maintaining walk books, directories, mail counts, equipment maintenance logs and other delivery records
- loading and unloading mail conveyances and internal mail handling equipment
- assisting with receipting inward mail, checking wrongly addressed, missorted, undelivered and redirected mail, and processing freepost and underpaid mail

Occupations:

561211 Courier

561212 Postal Delivery Officer

**561211 COURIER**

Delivers goods, documents, messages, samples, x-rays and test results.

Skill Level: 5

Specialisations:

Bicycle Courier

Motorbike Courier

Parcel Contractor

Rural Mail Contractor

**561212 POSTAL DELIVERY OFFICER**

Alternative Title:

Postie

Delivers mail on foot, by bicycle or by motorised transport over allocated delivery rounds.

Skill Level: 5

UNIT GROUP 5613 FILING AND REGISTRY CLERKS

FILING AND REGISTRY CLERKS process and handle information and documents to maintain access to and security of database and record management systems.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- sorting information and documents for filing according to database and record management system protocols
- classifying and coding information and documents for inclusion in database and record management systems
- updating and modifying records
- filing information and documents in database and record management systems
- identifying and retrieving information and documents for users
- recording file and document movements
- labelling storage locations, and assembling and labelling new files
- removing inactive and dead files

Occupation:

561311 Filing or Registry Clerk

**561311 FILING OR REGISTRY CLERK**

Alternative Title:

Records Clerk

Processes and handles information and documents to maintain access to and security of database and record management systems.

Skill Level: 5

## MAJOR GROUP 5 *continued*

### UNIT GROUP 5614 MAIL SORTERS

MAIL SORTERS receive, sort and despatch mail in organisations and postal sorting centres.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- receiving and checking incoming mail and mail bags
- assisting with the verification of registered and special articles
- operating mail processing equipment such as letter preparation lines, letter indexing and sorting equipment
- performing manual sorting duties and preparing documentation for despatching mail
- processing underpaid mail, bulk mail lodgements, express mail and other mail services
- operating letter indexing and sorting machines, multi-line optical character machines and bar-coding equipment
- investigating complaints regarding lost items

Occupations:

561411 Mail Clerk

561412 Postal Sorting Officer

#### **561411 MAIL CLERK**

Alternative Title:

Mail Officer

Collects, sorts and despatches mail within an organisation.

Skill Level: 5

#### **561412 POSTAL SORTING OFFICER**

Receives, sorts and despatches mail in a post office or postal sorting centre.

Skill Level: 5

Specialisation:

Parcel Post Officer

UNIT GROUP 5615 SURVEY INTERVIEWERS

SURVEY INTERVIEWERS interview people and record their responses to survey and market research questions on a range of topics.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- contacting people face-to-face and via the telephone to conduct surveys
- recording answers to survey questions manually and electronically
- recording the distribution of questionnaires
- collecting questionnaires and returning them to supervisors
- scanning questionnaires to ensure that important questions have been answered
- may interview people at random in crowds and on the street
- may provide self-completion questionnaires
- may encode responses and check their consistency
- may work in a call centre

Occupation:

561511 Survey Interviewer

**561511 SURVEY INTERVIEWER**

Alternative Title:

Interviewer

Interviews people and records their responses to survey and market research questions on a range of topics. May work in a call centre.

Skill Level: 5

Specialisation:

Market Research Interviewer



UNIT GROUP 5616 SWITCHBOARD OPERATORS

SWITCHBOARD OPERATORS operate telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

*Tasks Include:*

- operating switchboards and consoles to connect, hold, transfer and disconnect telephone calls
- responding to callers' inquiries by providing information such as telephone numbers, dialling codes, call costs, time delays and service difficulties
- investigating operating system problems and informing maintenance services
- alerting emergency services when required
- recording details and determining charges for designated types of calls
- may monitor the efficiency of systems and maintain service sampling records

Occupation:

561611 Switchboard Operator

**561611 SWITCHBOARD OPERATOR**

Alternative Title:

Telephone Operator

Operates telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports.

Skill Level: 5

## MAJOR GROUP 5 *continued*

### UNIT GROUP 5619 OTHER CLERICAL AND OFFICE SUPPORT WORKERS

This unit group covers Clerical and Office Support Workers not elsewhere classified.

It includes Classified Advertising Clerks, Meter Readers and Parking Inspectors.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications outlined below.

In Australia:

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

In New Zealand:

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

Occupations:

561911 Classified Advertising Clerk

561912 Meter Reader

561913 Parking Inspector

561999 Clerical and Office Support Workers nec

#### **561911 CLASSIFIED ADVERTISING CLERK**

Receives and records advertising copy for publication and broadcasting.

Skill Level: 5

#### **561912 METER READER**

Reads electric, gas or water meters, records usage, inspects meters and connections for defects and damage, and reports irregularities.

Skill Level: 5

#### **561913 PARKING INSPECTOR**

Patrols assigned areas and issues parking infringement notices to owners of vehicles that are illegally parked.

Skill Level: 5

#### **561999 CLERICAL AND OFFICE SUPPORT WORKERS NEC**

This occupation group covers Clerical and Office Support Workers not elsewhere classified.

Skill Level: 5

Occupations in this group include:

Media Monitor (Aus)

## MAJOR GROUP 5 *continued*

### UNIT GROUP 5995 INSPECTORS AND REGULATORY OFFICERS *continued*

#### 599511 CUSTOMS OFFICER

Alternative Title:

Customs Inspector

Administers and enforces customs and related legislation, and assists with customs control of overseas passengers, crew, aircraft, ships, cargo, mail and bond stores.

Skill Level: 4

Specialisation:

Customs Investigator

#### 599512 IMMIGRATION OFFICER

Examines and assesses the entry of people from other countries, administers visas and residency applications according to immigration legislation, rules and policies, and, where necessary, uses legal powers to detain and remove illegal entrants.

Skill Level: 4

#### 599513 MOTOR VEHICLE LICENCE EXAMINER

Tests motor vehicle driving licence applicants and issues learner's permits and probationary licences.

Registration or licensing is required.

Skill Level: 4

#### 599514 NOXIOUS WEEDS AND PEST INSPECTOR

Alternative Title:

Biosecurity Officer (Weeds and Pests)

Inspects and monitors plants, land and water for noxious plants and animal species, and organises for their control or eradication.

Skill Level: 4

#### 599515 SOCIAL SECURITY ASSESSOR

Assesses social welfare claims and entitlements under government legislation and investigates fraud and suspected breaches of legislation.

Skill Level: 4

#### 599516 TAXATION INSPECTOR

Inspects and assesses taxation returns to ensure compliance with government legislation, and investigates suspected breaches of taxation legislation.

Skill Level: 4

#### 599517 TRAIN EXAMINER

Inspects rolling stock in railway yards, terminals and stations to ensure adherence to safety standards and operational rules and regulations.

Skill Level: 4

Specialisation:

Locomotive Inspector

## MAJOR GROUP 5 *continued*

### UNIT GROUP 5995 INSPECTORS AND REGULATORY OFFICERS *continued*

#### 599518 TRANSPORT OPERATIONS INSPECTOR

Monitors scheduled train, tram and bus services and investigates accidents, complaints and service disruptions.

Skill Level: 4

Specialisations:

Bus Inspector

Tram Inspector

#### 599521 WATER INSPECTOR

Monitors the allocation and use of water from water resources such as streams, rivers and underground sources.

Skill Level: 4

Specialisations:

Boring Inspector

Stream Control Officer

#### 599599 INSPECTORS AND REGULATORY OFFICERS NEC

This occupation group covers Inspectors and Regulatory Officers not elsewhere classified.

Skill Level: 4

Occupations in this group include:

Dog Catcher

Technician Preventative Medicine (Army)

Trade Mark Examiner (Aus)

Travel Accommodation Inspector

Weights and Measures Inspector

UNIT GROUP 5996 INSURANCE INVESTIGATORS, LOSS ADJUSTERS AND  
RISK SURVEYORS

INSURANCE INVESTIGATORS, LOSS ADJUSTERS AND RISK SURVEYORS conduct investigations into insurance claims to ensure their validity, inspect and assess the damage and loss to insured properties and businesses, estimate insurance costs, and inspect insured properties to evaluate conditions affecting underwriting standards.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

*In Australia:*

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV (ANZSCO Skill Level 3)

*In New Zealand:*

NZ Register Level 4 qualification (ANZSCO Skill Level 3)

At least three years of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

*Tasks Include:*

- examining scenes of incidents resulting in insurance claims to determine causes and effects
- interviewing witnesses and claimants to obtain details required to assess the validity of claims and identify the parties responsible for accidents, damage and loss, and preparing statements and reports
- inspecting damaged buildings, equipment and motor vehicles and estimating the cost of repairs
- estimating business losses resulting from fire, theft and other business disruptions
- reporting the extent of damage and estimated costs to the insurer
- inspecting property, buildings and operations of commercial and industrial establishments to assess physical conditions and work practices
- evaluating the adequacy of security, fire and related systems
- preparing reports and recommending action to reduce risks
- compiling data which influence the determination of premium rates

*Occupations:*

- 599611 Insurance Investigator
- 599612 Insurance Loss Adjuster
- 599613 Insurance Risk Surveyor

**599611 INSURANCE INVESTIGATOR**

Conducts investigations into insurance claims to ensure their validity. Registration or licensing is required.

Skill Level: 3

## MAJOR GROUP 5 *continued*

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### UNIT GROUP 5996 INSURANCE INVESTIGATORS, LOSS ADJUSTERS AND RISK SURVEYORS *continued*

#### 599612 INSURANCE LOSS ADJUSTER

Alternative Title:

Insurance Loss Assessor

Inspects and assesses the damage and loss to insured property and business, estimates insurance costs, and acts to minimise the cost of claims to an insurance company.

Skill Level: 3

#### 599613 INSURANCE RISK SURVEYOR

Inspects items and properties to evaluate conditions affecting underwriting standards, and develops and promotes safety programs.

Skill Level: 3

UNIT GROUP 5997 LIBRARY ASSISTANTS

LIBRARY ASSISTANTS issue, receive and shelve library items and maintain associated records.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

*Tasks Include:*

- issuing library items to borrowers and recording identification data and due dates
- sorting and shelving returned items
- locating and retrieving items on request
- maintaining records and index systems
- receiving overdue items, issuing overdue notices, and receiving fines
- inspecting returned items for damage and making minor repairs
- assisting with the preparation of displays and promotional activities
- may prepare catalogued items for shelving

Occupation:

599711 Library Assistant

**599711 LIBRARY ASSISTANT**

Alternative Titles:

Library Attendant

Library Clerk

Issues, receives and shelves library items and maintains associated records.

Skill Level: 4

**UNIT GROUP 5999 OTHER MISCELLANEOUS CLERICAL AND ADMINISTRATIVE WORKERS**

This unit group covers Clerical and Administrative Workers not elsewhere classified.

It includes Coding Clerks, Production Assistants (Film, Television, Radio or Stage), Proof Readers and Radio Despatchers.

*Indicative Skill Level:*

Most occupations in this unit group have a level of skill commensurate with the qualifications and experience outlined below.

In Australia:

AQF Certificate II or III (ANZSCO Skill Level 4)

In New Zealand:

NZ Register Level 2 or 3 qualification (ANZSCO Skill Level 4)

At least one year of relevant experience may substitute for the formal qualifications listed above. In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

Registration or licensing may be required.

Occupations:

599911 Coding Clerk

599912 Production Assistant (Film, Television, Radio or Stage)

599913 Proof Reader

599914 Radio Despatcher

599999 Clerical and Administrative Workers nec

**599911 CODING CLERK**

Translates narrative descriptions and numeric information into classification or record systems.

Skill Level: 4

Specialisations:

Clinical Coder

Medical Record Clerk

**599912 PRODUCTION ASSISTANT (FILM, TELEVISION, RADIO OR STAGE)**

Provides technical, administrative and organisational support to producers or directors for film, television, radio or stage productions.

Skill Level: 4

**599913 PROOF READER**

Reads draft copies and proofs, detects errors and marks corrections to grammar, typing and composition.

Skill Level: 4



## MAJOR GROUP 5 *continued*

### UNIT GROUP 5999 OTHER MISCELLANEOUS CLERICAL AND ADMINISTRATIVE WORKERS *continued*

#### 599914 RADIO DESPATCHER

Alternative Titles:

Communications Controller

Control Room Operator

Provides radio and communications services for the coordination of operational units in transport, courier, military, emergency, security, rescue and road service organisations. Registration or licensing may be required.

Skill Level: 4

#### 599999 CLERICAL AND ADMINISTRATIVE WORKERS NEC

This occupation group covers Clerical and Administrative Workers not elsewhere classified.

Skill Level: 4

Occupations in this group include:

Examination Supervisor

Train Planner

Travel Clerk

## MAJOR GROUP **6** **SALES WORKERS** .....

SALES WORKERS sell goods, services and property, and provide sales support in areas such as operating cash registers and displaying and demonstrating goods.

ICT and Technical Sales Representatives are excluded from this major group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

### *Indicative Skill Level:*

Most occupations in this major group have a level of skill commensurate with the qualifications and experience outlined below.

#### *In Australia:*

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4); or

AQF Certificate I, or compulsory secondary education (ANZSCO Skill Level 5)

#### *In New Zealand:*

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4); or

NZ Register Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification. In the case of some Skill Level 5 occupations, a short period of on-the-job training may be required in addition to or instead of the formal qualification, or no formal qualification or on-the-job training may be required.

### *Tasks Include:*

- promoting goods and services, properties and businesses to potential buyers
- selling goods and services, properties and businesses to buyers
- engaging prospective buyers
- determining buyers' requirements
- receiving and processing payments for goods and services, properties and businesses purchased by a variety of payment methods

Occupations in this major group are classified into the following sub-major groups:

- 61 Sales Representatives and Agents
- 62 Sales Assistants and Salespersons
- 63 Sales Support Workers

### SUB-MAJOR GROUP 61 SALES REPRESENTATIVES AND AGENTS

SALES REPRESENTATIVES AND AGENTS represent companies in selling their goods and services, and sell real estate and other property on behalf of clients.

ICT and Technical Sales Representatives are excluded from this sub-major group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

#### *Indicative Skill Level:*

Most occupations in this sub-major group have a level of skill commensurate with the qualifications and experience outlined below.

#### *In Australia:*

AQF Associate Degree, Advanced Diploma or Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or

AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

#### *In New Zealand:*

NZ Register Diploma, or at least three years of relevant experience (ANZSCO Skill Level 2); or

NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or

NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

#### *Tasks Include:*

- promoting and selling goods and services, properties and businesses
- engaging prospective clients
- determining the needs of prospective clients and explaining which goods, services and properties meet their needs
- visiting clients to establish selling opportunities
- following up clients and gauging satisfaction with goods and services purchased
- monitoring clients' changing needs and competitor activity

Occupations in this sub-major group are classified into the following minor groups:

611 Insurance Agents and Sales Representatives

612 Real Estate Sales Agents

### MINOR GROUP 611 INSURANCE AGENTS AND SALES REPRESENTATIVES

INSURANCE AGENTS AND SALES REPRESENTATIVES represent companies in selling their goods and services, and sell property on behalf of clients.

ICT and Technical Sales Representatives are excluded from this minor group. ICT Sales Representatives are included in Unit Group 2252 ICT Sales Professionals. Technical Sales Representatives are included in Unit Group 2254 Technical Sales Representatives.

#### *Indicative Skill Level:*

Most occupations in this minor group have a level of skill commensurate with the qualifications and experience outlined below.

#### *In Australia:*

- AQF Certificate III including at least two years of on-the-job training, or AQF Certificate IV, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- AQF Certificate II or III, or at least one year of relevant experience (ANZSCO Skill Level 4)

#### *In New Zealand:*

- NZ Register Level 4 qualification, or at least three years of relevant experience (ANZSCO Skill Level 3); or
- NZ Register Level 2 or 3 qualification, or at least one year of relevant experience (ANZSCO Skill Level 4)

In some instances relevant experience and/or on-the-job training may be required in addition to the formal qualification.

#### *Tasks Include:*

- assisting clients to sell property by auction, and buy and sell livestock, rural equipment, and goods and services
- compiling lists of prospective clients and making contact to seek interviews and gauge interest
- determining the needs of prospective clients and explaining which goods and services would meet their needs
- informing and supplying details to clients about goods and services for sale
- selling a range of goods and services to clients
- keeping up-to-date with clients' changing needs and competitor activity

Occupations in this minor group are classified into the following unit groups:

- 6111 Auctioneers, and Stock and Station Agents
- 6112 Insurance Agents
- 6113 Sales Representatives

## MAJOR GROUP 6 *continued*

### UNIT GROUP 6121 REAL ESTATE SALES AGENTS *continued*

#### 612111 BUSINESS BROKER

Alternative Title:

Business Agent

Operates as an independent agent in the buying and selling of businesses. Registration or licensing may be required.

Skill Level: 3

Specialisation:

Franchise Broker

#### 612112 PROPERTY MANAGER

Supervises the leasing of rental properties on behalf of owners. Registration or licensing may be required.

Skill Level: 3

Specialisation:

Body Corporate Manager

#### 612113 REAL ESTATE AGENCY PRINCIPAL (AUS) / REAL ESTATE AGENCY LICENSEE (NZ)

Manages the overall activities of a real estate agency. Registration or licensing is required.

Skill Level: 2

#### 612114 REAL ESTATE AGENT

Coordinates the activities of real estate representatives in selling and leasing real estate, ensuring compliance with legislative requirements. Registration or licensing is required.

Skill Level: 3

#### 612115 REAL ESTATE REPRESENTATIVE

Alternative Titles:

Real Estate Salesperson

Real Estate Subagent

Arranges the conduct of real estate transactions such as sales and leasing, and assists buyers to find suitable properties, on behalf of an agency. Registration or licensing is required.

Skill Level: 3

Specialisation:

Property Portfolio Officer