



<b>Position Title</b>	<b>Casual Customer Services Officer</b>
<b>Classification</b>	Band 3 Level A
<b>Date</b>	July 2019

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### General Employment Conditions

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Conditions of employment for the Casual Customer Service Officer (CCSO) are generally as per the Eastern Regional Libraries Enterprise Agreement, Corporation policies, guidelines and procedures.

The CCSO must:

1. Perform the duties of the position [refer to the Position Description]
2. At all times comply with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the Officer.
3. Comply with relevant Corporation Policies and Codes of Conduct as in force from time to time.
4. Devote the Officer's whole time and attention to the duties during the hours reasonably required to properly perform the duties.
5. Promote the aims and objectives of the Corporation.

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### Specific Employment Conditions

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The CCSO is employed on the basis of these job specific conditions:

1. You must successfully complete your Induction Training Program to receive confirmation of employment.
2. Your employment will be on a casual basis, as required – there is no guarantee of regular work.
3. Each occasion that you work will be a separate contract of employment which ceases at the end of that engagement.
4. The maximum number of hours in one pay fortnight is 70 hours
5. The duties of this role are in the attached Position Description. On each occasion that you work you will be required to perform these duties and any other duties the employer may assign to you, having regard to your skills, training and experience
6. You have eligibility to work hours as scheduled by Roster Support at any service point within the region
7. ERLC conducts annual reviews of the engagement of casual employees. Subject to there being any approved period of absence, if you have not been engaged for a period of greater than three months, you will be removed from the ERLC Payroll database.
8. Attend identified paid training programs and/or staff meetings.
9. Must hold a current Working With Children Check
10. Preferred – A valid Victorian Driver's license with own transport

### Availability

1. It is an essential ERLC condition of employment that all Casual Employees have a reasonable availability for work during weekend, weekday, evening (especially Monday and Friday nights) and during School, Christmas and Easter holiday breaks.
2. Casual work will either be offered in advance or on daily short shift notice

### Remuneration

1. Casual Customer Service Officers have a Classification Band 3A with eligibility for a Salary Schedule at "A" Level with Enterprise Agreement increments only
2. Casual Loading (in lieu of entitlements) will be paid at 125% of hourly ordinary rates. No Casual Loading on overtime rates
3. You will be paid fortnightly to the bank account nominated by you

- ERLC will also make superannuation payments on your behalf in accordance with the Superannuation Guarantee (Administration) Act 1992

### **Conflict of Interest**

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The CCSO must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the CCSO must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

### **Risk Management**

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Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

### **Physical Requirements**

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Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- Being able to:
  - See and hear in the normal range, with or without correction.
  - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

### **Pre-existing Injury/Illness**

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ERLC needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job. The employee must notify ERLC in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [See section 82(8) of the Accident Compensation Act 1985].

### **Minimum Employment Period**

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You will be employed for a minimum period of six (6) months

The minimum period of 6 months will finish before the beginning of the corresponding day of the sixth month following the date on which the employee's employment commenced.

Before the termination of the Minimum Employment Period you will receive written confirmation as to whether or not your employment will be continued beyond the Minimum Employment Period.

#### **Example of the Minimum Employment Period**

For an employee who commenced employment on 26 February, the Minimum Employment Period will end on 25 August.

