

Position Description

Operations Officer

Position Number	OP12	Award	GOSAC
Reports to	Coordinator Operations	Level	3
Business Area	Operations	Direct Reports	Nil
Date	June 2020	Total Reports	Nil

About MyLeave

The Construction Industry Long Service Leave Payments Board (trading as MyLeave) is a Statutory Authority established pursuant to the provisions of the *Construction Industry Portable Paid Long Service Leave Act 1985* (the Act). The primary mission of MyLeave is to manage in an efficient and effective manner, the portable long service leave Scheme for construction industry employees, established by the Act. This is achieved by:

- Ensuring that all eligible employers are registered and are paying contributions on behalf of all eligible employees.
- Ensuring that all eligible construction industry employees are registered.
- Minimising the contribution rate payable through optimising the rate of return on investment funds and minimising the administrative cost.

The scheme provides a significant benefit to employees in the form of a portable long service leave benefit which, due to the nature of the industry, would normally not be available.

MyLeave educates employers and employees and ensures compliance through a program of inspections and site visits. Where necessary, MyLeave prosecutes for non-compliance with the Act.

The Role

The Operations Officer has the flexibility to process long service leave applications and/or undertake scheme administration as directed.

The position reviews long service leave claims to determine eligibility and pay-out rates. The position provides administrative assistance and responds to employer queries regarding claim payouts and calculations.

The position undertakes scheme administration functions where required including collating information, conducting integrity checks and producing reports and notices that are issued to the public. The Operations Officer contributes to the maintenance and accuracy of information contained within the organisation's database. It also reviews low priority validation errors which are logged as a result of employer returns.

Responsibilities

Long Service Leave Claims

1. Assesses, processes and finalises long service leave claims and calculations.
2. Maintains long service leave records and processes claims via relevant computing systems and software.
3. Checks long service leave claims for compliance with relevant legislation.
4. Actively maintains their knowledge of the processes and criteria required to process long service leave payments.
5. Liaises with interstate schemes to determine service entitlements and responds to queries between interstate schemes.
6. Assists to rectify errors or issues concerning long service leave claims or claim calculations.

Scheme Administration

7. Audits and ensures accuracy of employer/employee details.
8. Enters data into the database from employer returns.
9. Assesses eligibility of employee applications.
10. Initiates contact with employees to resolve issues with applications.
11. Searches, edits and registers employee and employer application forms and processes relevant registration cards/certificates.
12. Assesses and “combines” duplicate employee records.
13. Assists in receipting of cheques.
14. Resolves issues with employers’ returns prior to processing.
15. Assists employers in the correct completion of paper based and online returns.

Administration and Support

16. Responds to general enquiries, regarding services provided by the organisation and the provisions of the Act from both employers and employees in WA and interstate.
17. Provides advice and responds to client queries regarding claims processing, calculations and legislation.
18. Provides a helpful and proactive customer service function to MyLeave clients.

General

19. Comply with MyLeave’s Code of Conduct, policies, procedures and relevant legislation.
20. Meet Work Health and Safety, equal opportunity and other legislative requirements in accordance with the parameters of the position.
21. Ensure own safety and health and use such protective clothing and equipment as provided in a manner instructed to use it.
22. Other duties as directed.

Essential Criteria

The following capabilities are essential to meet the requirements of the position:

1. Strong customer service and teamwork skills with relevant experience in both.
2. Highly developed written communication and interpersonal skills with experience in advising and conversing effectively with people at all levels.
3. Well-developed conceptual and analytical skills and experience in the interpretation of legislation and/or policies and procedures.
4. Well-developed organisational and time management skills with minimal supervision.
5. Well-developed computer skills in the use of databases and Microsoft Office (including Word, Excel and Outlook).
6. Accurate data management and proofreading skills coupled with a high attention to detail.

Desirable Criteria

The following capabilities are desirable to meet the requirements of the position:

1. Knowledge of Public Sector operations, Occupational Safety & Health, Equal Opportunity legislative requirements and Privacy principles.
2. Knowledge of the provisions of the Construction Industry Portable Paid Long Service Leave Scheme.

Certification

This document is an accurate statement of the specific requirements of this position as at the effective date.

Signed

Jason Buckley
Chief Executive Officer

Date: _____

Name
Operations Officer

Date: _____