

Customer Concierge Operator and higher duties – dispute

The PSA Delegates at the Newcastle Contact Centre for some time have been dealing with the issue of CCOs undertaking the work of the higher graded role of CSR.

This issue was further exacerbated following changes made to the role descriptions for both CCOs and CSRs in September 2018.

As we have not been able to resolve the matter through our regular Joint Consultative Committee (JCC) with Service NSW, the PSA has now notified the Department of a dispute. For a copy of that letter please click [HERE](#).

The PSA reminds CCOs that unless they are receiving a Higher Duties Allowance (HDA) you should work within the scope of your role, in particular this means you should not:

1. Monitor and report on other staff as to their progression;
2. Train or upskill other staff;
3. Handle escalations or call backs for unresolved matters and/or;
4. Provide SME or floorwalker support

The PSA appreciates that in reality there is now a very blurred line between the two roles. You will note that the PSA has provided a number of reasonable options to Service NSW, which we believe would resolve the dispute.

We will report back to members following our JCC meeting on 12 December 2019.

The PSA would encourage all members to speak to non-members regarding these matters and educate them of the importance of [JOINING](#) the union.

