



Updating ANZSCO

Reflecting a modern Australian labour market



List of ANZSCO Occupations in Administrative Services

Consultation round 1, 1 Feb 2023 - 28 Apr 2023

This is the list of ANZSCO Occupations in scope of the focus area 'Administrative services'.

The focus area broadly covers occupations that require specialised knowledge and skills to:

- organise and control the operations of call or contact centres, offices, professional practices, review customer services, and maintain sound customer relations
- provide advice on associated administrative compliance and performance requirements to ensure statutory and strategic governance
- provide support to Managers, Professionals and organisations by organising, storing, manipulating and retrieving information.

The comprehensive review includes occupations recently updated in 2021 and 2022 so that we can apply conceptual consistency across the classification.

Only occupations relevant to the focus area are included. These are listed by their current hierarchical categories in ANZSCO.

This information is from the latest version of ANZSCO, the Australian Update, 2022

[Browse Classification | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au)



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 1 – Managers | Sub-major Group 14 – Hospitality, Retail and Service Managers | Minor Group 149 – Miscellaneous Hospitality and Service Managers | Unit Group 1492 – Call or Contact Centre and Customer Service Managers

Code	Title	Skill Level	Specialisations	Description
149211	Call or Contact Centre Manager	2		Organises and controls the operations of a call or contact centre. May work in a call centre.





Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 51 – Office Managers and Program Administrators | Minor Group 511 – Contract, Program and Project Administrators | Unit Group 5111 – Contract, Program and Project Administrators

Code	Title	Skill Level	Specialisations	Description
51111	Contract Administrator Contract Officer	2		Prepares, interprets, maintains, reviews and negotiates variations to contracts on behalf of an organisation.
51112	Program or Project Administrator Project Coordinator	2		Plans and undertakes administration of organisational programs, special projects and support services.

Major Group 5 – Clerical and Administrative Workers | Sub-major Group 51 – Office Managers and Program Administrators | Minor Group 512 – Office and Practice Managers | Unit Group 5121 – Office Managers

Code	Title	Skill Level	Specialisations	Description
51211	Office Manager	2		Organises and controls the functions and resources of an office such as administrative systems and office personnel



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 51 – Office Managers and Program Administrators | Minor Group 512 – Office and Practice Managers | Unit Group 5122 – Practice Managers

Code	Title	Skill Level	Specialisations	Description
512299	Practice Manager nec	2		<p>This occupation group covers Practice Managers not elsewhere classified.</p> <p>Occupations in this group include:</p> <ul style="list-style-type: none">• Accounting Practice Manager• Architectural Practice Manager• Legal Practice Manager• Veterinary Practice Manager

Major Group 5 – Clerical and Administrative Workers | Sub-major Group 52 – Personal Assistants and Secretaries | Minor Group 521 – Personal Assistants and Secretaries | Unit Group 5211 – Personal Assistants

Code	Title	Skill Level	Specialisations	Description
521111	Personal Assistant	2		<p>Performs liaison, coordination and organisational tasks in support of Managers and Professionals.</p>





Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 52 – Personal Assistants and Secretaries | Minor Group 521 – Personal Assistants and Secretaries | Unit Group 5212 – Secretaries

Code	Title	Skill Level	Specialisations	Description
521211	Secretary (General)	2		Performs secretarial, clerical and other administrative tasks in support of Managers and Professionals.

Major Group 5 – Clerical and Administrative Workers | Sub-major Group 53 – General Clerical Workers | Minor Group 531 – General Clerks | Unit Group 5311 – General Clerks

Code	Title	Skill Level	Specialisations	Description
531111	General Clerk	4		Performs a range of clerical and administrative tasks.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 53 – General Clerical Workers | Minor Group 532 – Keyboard Operators | Unit Group 5321 – Keyboard Operators

Code	Title	Skill Level	Specialisations	Description
532111	Data Entry Operator Data Processing Operator	4		Operates a keyboard to input and transfer data into a computer for storage, processing and transmission.
532112	Machine Shorthand Reporter	4	Braille Transcriber Court Reporter Hansard Reporter Realtime Reporter Stenocaptioner	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.
532113	Word Processing Operator Typist	4	Typist	Operates a computer to type, edit and generate a variety of documents and reports.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 54 – Inquiry Clerks and Receptionists | Minor Group 541 – Call or Contact Centre Information Clerks | Unit Group 5411 – Call or Contact Centre Workers

Code	Title	Skill Level	Specialisations	Description
541111	Call or Contact Centre Team Leader Call Centre Supervisor Contact Centre Supervisor	3	Call Centre Supervisor Contact Centre Supervisor	Oversees and determines work requirements, monitors telephone calls, coaches and allocates duties to Call or Contact Centre Operators.
541112	Call or Contact Centre Operator	4		Answers customer telephone, Internet and email inquiries about goods and services, and promotes the goods and services.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 54 – Inquiry Clerks and Receptionists | Minor Group 541 – Call or Contact Centre Information Clerks | Unit Group 5421 – Information Clerks

Code	Title	Skill Level	Specialisations	Description
541211	Information Officer	4		Responds to personal, written and telephone inquiries and complaints about the organisation's goods and services, provides information and refers people to other sources.

Major Group 5 – Clerical and Administrative Workers | Sub-major Group 54 – Inquiry Clerks and Receptionists | Minor Group 542 – Receptionists | Unit Group 5421 – Receptionists

Code	Title	Skill Level	Specialisations	Description
542111	Receptionist (General)	4		Greets clients and visitors, and responds to personal, telephone, email and written inquiries and requests.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 55 – Numerical Clerks | Minor Group 551 – Accounting Clerks and Bookkeepers | Unit Group 5511 – Accounting Clerks

Code	Title	Skill Level	Specialisations	Description
551111	Accounts Clerk Accounts Payable or Receivable Clerk	4	Audit Clerk Investment Accounting Clerk	Monitors creditor and debtor accounts, and undertakes related routine documentation. May work in a call centre.
551112	Cost Clerk	4		Calculates and investigates the cost of wages, materials, overheads and other operating expenses.

Major Group 5 – Clerical and Administrative Workers | Sub-major Group 55 – Numerical Clerks | Minor Group 551 – Accounting Clerks and Bookkeepers | Unit Group 5513 – Payroll Clerks

Code	Title	Skill Level	Specialisations	Description
551311	Payroll Clerk Pay Clerk Payroll Officer	4		Prepares payroll and related records for employee salaries and statutory record-keeping purposes.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 56 – Clerical and Office Support Workers | Minor Group 561 – Clerical and Office Support Workers | Unit Group 5616 – Switchboard Operators

Code	Title	Skill Level	Specialisations	Description
561611	Switchboard Operator Telephone Operator	5		Operates telecommunication switchboards and consoles to assist callers establish telephone connections, and receive caller inquiries and fault reports.





Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 56 – Clerical and Office Support Workers | Minor Group 561 – Clerical and Office Support Workers | Unit Group 5619 – Other Clerical and Office Support Workers

Code	Title	Skill Level	Specialisations	Description
561912	Meter Reader	5		Reads electric, gas or water meters, records usage, inspects meters and connections for defects and damage, and reports irregularities.
561913	Parking Inspector	5		Patrols assigned areas and issues parking infringement notices to owners of vehicles that are illegally parked.
561999	Clerical and Office Support Workers nec	5		<p>This occupation group covers Clerical and Office Support Workers not elsewhere classified.</p> <p>Occupations in this group include:</p> <ul style="list-style-type: none">• Cash Processor• Media Monitor





Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 59 – Other Clerical and Administrative Workers | Minor Group 591 – Logistics Clerks | Unit Group 5911 – Purchasing and Supply Logistics Clerks

Code	Title	Skill Level	Specialisations	Description
591112	Production Clerk Production Recorder Schedule Clerk	4	Delivery Clerk Logistics Clerk	Records and coordinates the flow of work and materials between departments, examines orders for goods, and prepares production schedules.
591113	Purchasing Officer Procurement Officer	4		Prepares purchase orders, monitors supply sources and negotiates contracts with suppliers.
591115	Stock Clerk Stock Control Clerk Stores Clerk	4	Inventory Clerk Supply Clerk	Monitors stock levels and maintains stock, order and inventory records.
591117	Order Clerk Customer Orders Clerk Sales Order Clerk	4	Internal Salesperson Mail Order Clerk	Receives and processes incoming orders for goods and services from inside or outside an organisation.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 59 – Other Clerical and Administrative Workers | Minor Group 591 – Logistics Clerks | Unit Group 5912 – Transport and Despatch Clerks

Code	Title	Skill Level	Specialisations	Description
591211	Despatching and Receiving Clerk Despatch Clerk Freight Clerk	4	Aircraft Load Controller Shipping Receiving Clerk Truck Despatcher	Verifies and maintains records of incoming and outgoing goods in a warehouse or distribution centre and prepares goods for despatch.
591212	Import-Export Clerk	4	Bond Clerk Customs Agent Customs Broker (ANZSCO Skill level 2) Wharf Tally Clerk	Arranges the clearance and collection of imported cargo from customs and bond stores, and the shipment of cargo for export.



Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 59 – Other Clerical and Administrative Workers | Minor Group 599 – Miscellaneous Clerical and Administrative Workers | Unit Group 5994 – Human Resource Clerks

Code	Title	Skill Level	Specialisations	Description
599411	Human Resource Clerk Employment Office Clerk Human Resource Records Clerk Personnel Clerk	4	Psychological Examiner (Army) Roster Clerk	Maintains and updates personnel records such as information on transfers and promotions, employee leave taken and accumulated, salaries, superannuation and taxation, qualifications and training.





Updating ANZSCO

Reflecting a modern Australian labour market



Major Group 5 – Clerical and Administrative Workers | Sub-major Group 59 – Other Clerical and Administrative Workers | Minor Group 599 – Miscellaneous Clerical and Administrative Workers | Unit Group 5999 – Other Miscellaneous Clerical and Administrative Workers

Code	Title	Skill Level	Specialisations	Description
599914	Radio Despatcher Communications Controller Control Room Operator	4		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.
599916	Facilities Administrator Facilities Assistant Facilities Coordinator Facilities Officer	4		Provides assistance to ensure the day-to-day smooth operation of a building's infrastructure, through administrative support, including budgeting, procurement negotiation, contractor liaison and documentation, as well as coordination of staff and office equipment during relocation, and at times supervision and physical assistance with maintenance tasks.
599999	Clerical and Administrative Workers nec	4		<p>This occupation group covers Clerical and Administrative Workers not elsewhere classified.</p> <p>Occupations in this group include:</p> <ul style="list-style-type: none">• Coding Clerk• Examination Supervisor• Travel Clerk



Figure 1. Structure of ANZSCO by skill level

