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 **Latest release**

Sub-major Group

17 Office Administration and Service Managers

OSCA - Occupation Standard Classification for Australia

Reference period: 2024, Version 1.0

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17 Office Administration and Service Managers

Organise and control the functions and resources of offices, professional practices, and establishments that provide services.

Hospitality and Retail Managers are excluded from this sub-major group. Hospitality and Retail Managers are included in Sub-major Group 16 Hospitality and Retail Managers.

OSCA skill level

The occupations in this sub-major group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Minor Group

171 Office Administration and Practice Managers

Organise and control the functions and resources of offices, branches and professional practices including administrative systems, payroll and office personnel.

OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Unit Group

1711 Financial Institution Managers

Organise and control the general operational activities of branches of banks, building societies, credit unions and similar financial institutions.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

171131 Financial Institution Manager

Organises and controls the general operational activities of a branch of a bank, building society, credit union or similar financial institution.

Specialisations

- Bank Manager
- Credit Union Manager

Skill level: 2

Main tasks

- Develops and implements business plans, budgets, policies and procedures
- Oversees operational functions and provides solutions to operational issues
- Implements displays, and promotes branch functions and business development
- Manages product offerings and client applications
- Deals with customer enquiries to provide quotes and advice, and handle complaints
- Ensures that funds balance at the close of business
- Oversees preparation of financial reporting and branch progress reports

Unit Group

1712 Office and Payroll Managers

Organise and control the functions and resources of offices and coordinate payroll personnel and systems to ensure accurate records of payments and benefits.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

171231 Office Manager

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

Skill level: 2

Main tasks

- Contributes to the planning and review of office services and standards
- Allocates human resources, space and equipment
- Assigns work and monitors work performance of staff
- Manages office records and accounts
- Ensures office equipment and supplies are maintained
- Ensures office compliance with work health and safety regulations
- Ensures work complies with relevant government legislation, policies and procedures
- Coordinates personnel activities such as hiring, promotions, performance management, payroll, training and supervision

Occupation

171232 Payroll Manager

Plans, organises, directs, controls and coordinates payroll personnel and process systems to ensure accurate records of payments and benefits.

Alternative title

- Payroll Administration Manager

Skill level: 2

Main tasks

- Develops systems to process payroll account transactions such as salaries, benefits, garnishments, deductions, taxes and third-party payments
- Oversees processing of payroll changes such as new hires, terminations, raises and system upgrades
- Coordinates timekeeping and payroll systems
- Ensures compliance with relevant laws and internal policies
- Supervises and coaches Payroll Officers and assistants

Unit Group

1713 Practice Managers

Organise and control the functions and resources of health, legal, veterinary and other practices, including administrative systems and practice personnel.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

171331 Health Practice Manager

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

Specialisations

- Chiropractic Practice Manager
- Dental Practice Manager
- Medical Practice Manager
- Physiotherapy Practice Manager

Skill level: 2

Main tasks

- Manages and coordinates the rosters and activities of practice personnel to ensure the practice operates smoothly on a daily basis
- Manages national health scheme payments, claims, private billings, debt collection and banking
- Implements quality improvement initiatives to enhance the delivery of health care services
- Implements and manages administrative systems, technology infrastructure, policies and procedures for the health practice
- May develop and implement marketing strategies to promote the practice and attract new patients

Occupation

171332 Legal Practice Manager

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

Legal Secretaries are excluded from this occupation. Legal Secretaries are included in Occupation 521235 Legal Secretary.

Skill level: 2

Main tasks

- Assigns tasks and responsibilities to legal support team members based on their skill and workload
- Monitors performance of legal practice staff and provides feedback and training
- Oversees the legal case loads and assignments of Legal Professionals, paralegals and administrative support staff, ensuring deadlines are met
- Develops and implements policies and procedures to ensure compliance with industry specific regulations and best practices
- Develops and maintains communication processes to ensure clients are provided updates on their relevant cases
- Maintains the confidentiality and data security standards for client information and sensitive legal documentation
- Reviews and maintains legal documentation

Occupation

171333 Veterinary Practice Manager

Organises and controls the functions and resources of a veterinary practice or hospital, such as administrative systems and practice personnel.

Skill level: 2

Main tasks

- Oversees the tasks and responsibilities of the veterinary team, including Veterinarians, veterinary technicians and other support staff
- Monitors performance of veterinary practice staff and provides feedback and training
- Ensures medical staff, protocols and standards of care adhere to licensing and registration requirements
- Monitors and maintains the storage and inventory of medical supplies and medications in accordance with regulatory requirements
- Coordinates the maintenance and repairs of medical equipment to meet functionality and safety standards

Occupation

171399 Practice Managers nec

This occupation group covers Practice Managers not elsewhere classified.

Skill level: 2

Occupations in this group include:

- Accounting Practice Manager
- Advertising Agency Manager
- Architectural Practice Manager
- IT Practice Manager
- Studio Manager (Graphic Design or Photography)

Unit Group

1714 Real Estate Agency Principals

Manage the overall activities of real estate agencies.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

171431 Real Estate Agency Principal

Manages the overall activities of a real estate agency.

Registration or licensing is required.

Alternative title

- Real Estate Agency Licensee

Skill level: 2

Main tasks

- Develops and implements business strategies, budgets, policies and procedures for the agency
- Oversees day-to-day operations, including property sales, leasing and property management
- Manages and supervises Real Estate Agents and support staff
- Establishes and maintains client relationships, including property owners, buyers and tenants
- Sets sales targets and monitors performance
- Prepares and presents reports to stakeholders, including property owners and governing bodies
- Negotiates and finalises contracts and agreements with clients and other parties

Minor Group

172 Service Managers

Organise and control the operations of organisations and establishments providing services such as call centre and customer contact services, event and facilities management, hair and beauty services, and transport services.

Hospitality, Tourism and Venue Managers and Retail Managers are excluded from this minor group. Hospitality, Tourism and Venue Managers are included in Minor Group 161

Hospitality, Tourism and Venue Managers. Retail Managers are included in Minor Group 162 Retail Managers.

OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Unit Group

1721 Call Centre and Customer Service Managers

Organise and control the operations of call and contact centres, administer and review customer services, and maintain sound customer relations.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

172131 Call or Contact Centre Manager

Organises and controls the operations of a call or contact centre.

Skill level: 2

Main tasks

- Manages teams of Call or Contact Centre Operators
- Oversees performance and development of call or contact centre team members
- Monitors and evaluates call or contact centre performance metrics, including sales rates, costs and customer service quality
- Implements improvements based on data analysis
- Reports on business activities, workforce planning and budgeting within the call or contact centre
- Liaises with sales, service and supplier agents, and maintains related databases
- Develops and reviews call or contact centre policies, programs and procedures

Occupation

172132 Customer Service Manager

Plans, administers and reviews customer services and after-sales services, and maintains sound customer relations.

Alternative titles

- Client Service Manager
- Service Manager

Skill level: 2

Main tasks

- Develops and reviews policies, programs and procedures concerning customer relations and goods and services provided
- Manages and trains staff providing customer services
- Plans and implements after-sales services to handle complaints, refund requests and other feedback
- Liaises with other organisational units, service agents and customers to identify and respond to customer expectations

Unit Group

1722 Event Managers

Develop, coordinate and organise services for events such as weddings, festivals, conventions, conferences, exhibitions, concerts and trade shows.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

172231 Event Manager

Develops, coordinates and organises services for events such as weddings, festivals, conventions, conferences, exhibitions, concerts and trade shows.

Alternative title

- Event Coordinator

Specialisations

- Conference Manager
- Event Planner
- Exhibition Organiser
- Production Manager (Corporate Hospitality)
- Wedding Coordinator

Skill level: 2

Main tasks

- Responds to enquiries concerning services provided and costs for room and equipment hire, catering and related services
- Meets with clients to discuss their needs and outlines package options to meet these needs
- Arranges and coordinates services such as conference facilities, catering, signage, displays, audio-visual equipment, accommodation, transport and social events, for participants
- Organises registration of participants, prepares programs and promotional material, and publicises events
- Negotiates the type and costs of services to be provided within budget
- Hires, trains and supervises support staff required for events
- Monitors events as they take place and resolves issues if they arise

Unit Group

1723 Facilities Managers

Organise, control and coordinate the strategic and operational management of buildings and facilities in public and private organisations to ensure the proper and efficient operation of all physical aspects of the facilities, to create and sustain safe and productive environments for occupants.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

172331 Facilities Manager

Organises, controls and coordinates the strategic and operational management of buildings and facilities in public and private organisations to ensure the proper and efficient operation of all physical aspects of a facility, to create and sustain safe and productive environments for occupants.

Alternative title

- Building Manager

Specialisations

- Hotel Maintenance Manager
- Shopping Centre Manager

Skill level: 2

Main tasks

- Plans, organises, coordinates and oversees the administrative, operational and strategic planning activities of a facility
- Coordinates the implementation of repairs, maintenance and renovations of a facility
- Manages facility budgets and financial resources, and reports on operating expenses and income
- Manages and oversees the hiring of support staff
- Manages contracts and service agreements with external vendors for facility maintenance and services
- Monitors and evaluates the performance of facility management programs and services
- Ensures compliance with health and safety regulations and standards
- Develops and implements emergency response plans and procedures

Unit Group

1724 Hair, Body and Beauty Service Managers

Organise and control the operations of establishments providing hair, body and beauty services.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

172431 Hair or Beauty Salon Manager

Organises and controls the operations of a hairdressing or beauty salon.

Registration or licensing may be required.

Skill level: 2

Main tasks

- Plans and coordinates the daily operations of a hair or beauty salon
- Manages salon budget, and develops and implements strategies to attract and retain clients
- Manages and supervises salon staff, including hiring, training and scheduling
- Oversees the provision of hair or beauty services to clients
- Monitors and maintains inventory of salon supplies and products
- Collaborates with suppliers and vendors to source salon products and equipment

Occupation

172499 Hair, Body and Beauty Service

Managers nec

This occupation group covers Hair, Body and Beauty Service Managers not elsewhere classified.

Registration or licensing may be required.

Skill level: 2

Occupations in this group include:

- Day Spa Manager
- Tattoo Studio Manager

Unit Group

1725 Transport Service Managers

Organise and control the buying, selling and leasing of vehicles, the operations of railway stations, and the operations of enterprises that operate fleets of vehicles to transport goods and passengers.

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

172531 Fleet Manager

Organises and controls the buying, selling and leasing of vehicles for rental agencies, logistics and delivery companies, public transport providers, corporate fleets, construction companies and government agencies.

Registration or licensing may be required.

Transport Company Managers are excluded from this occupation. Transport Company Managers are included in Occupation 172533 Transport Company Manager.

Skill level: 2

Main tasks

- Determines vehicle requirements
- Sources and negotiates the purchase or lease of vehicles
- Coordinates the sale or disposal of vehicles
- Manages a fleet of vehicles, ensuring they are properly maintained and serviced
- Monitors and controls vehicle usage and costs
- Provides advice and guidance to rental agencies and leasing companies on vehicle selection and acquisition
- Manages and maintains records related to vehicle transactions
- Conducts market research to identify trends in the vehicle rental and leasing industry

Occupation

172532 Railway Station Manager

Organises and controls the operations of a railway station.

Skill level: 2

Main tasks

- Ensures the safe and efficient daily operations of a railway station
- Reports failures and delays, and takes appropriate action to ensure customers have access to timely, concise and accurate information
- Coordinates and supervises railway station staff, including rostering and training
- Monitors and oversees the maintenance of railway station facilities including platforms, waiting areas and ticketing systems
- Conducts regular inspections of railway station facilities and equipment to identify maintenance needs, and organises repairs as required
- Handles customer enquiries, incidents, complaints and requests for assistance
- Prepares reports on railway station performance, including passenger numbers, revenue and service disruptions

Occupation

172533 Transport Company Manager

Organises and controls the operations of an enterprise that operates a fleet of vehicles to transport goods and passengers.

Registration or licensing may be required.

Fleet Managers are excluded from this occupation. Fleet Managers are included in Occupation 172531 Fleet Manager.

Specialisations

- Bus Company Manager
- Car Rental Agency Manager

Skill level: 2

Main tasks

- Plans and coordinates the transportation of goods and passengers
- Develops and implements operational policies and procedures for the transport company
- Negotiates contracts with clients and suppliers

- Manages the scheduling and allocation of vehicles and drivers
- Manages and supervises the activities of drivers and other staff, ensuring compliance with road safety regulations and legislation
- Oversees the maintenance and repair of vehicles in the fleet
- Monitors and analyses the financial performance of the transport company

Unit Group

1729 Other Service Managers

This unit group covers Service Managers not elsewhere classified. It includes Boarding Kennel and Cattery Operators, Equipment Hire Managers, Retirement Village Managers and Security Managers (non-ICT).

OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 2: AQF Associate Degree, Advanced Diploma, Diploma, or at least three years of relevant experience

Occupation

172931 Boarding Kennel or Cattery Operator

Organises and controls the operations of an establishment which offers temporary boarding for dogs and cats.

Skill level: 2

Main tasks

- Manages the day-to-day operations of a boarding kennel or cattery
- Ensures the facility is clean, safe and well-maintained
- Receives and checks-in animals, ensuring all necessary documentation is completed
- Provides food, water and exercise for animals according to their specific needs
- Administers medications and treatments as required
- Monitors the health and behaviour of animals and seeks veterinary care when necessary
- Provides care and attention to animals to ensure their wellbeing
- Maintains records of animals' stays, including feeding schedules, medications and special instructions
- Handles customer enquiries, bookings and payments
- Oversees the hiring, training and supervision of staff

Occupation

172932 Equipment Hire Manager

Organises and controls the operations of an establishment engaged in the hiring out of equipment to companies involved in areas such as building and engineering, construction, government, mining and resources, manufacturing, maintenance and special events, and to individuals for personal use.

Skill level: 2

Main tasks

- Manages the stock, quality and maintenance of equipment for hire
- Ensures compliance with safety regulations and industry standards
- Negotiates equipment hire agreements with clients
- Sources equipment and parts from vendors
- Oversees the selection, training and performance of staff

Occupation

172933 Retirement Village Manager

Organises and controls the day-to-day operations of a retirement village to provide a range of accommodation, personal care services, and recreational and social activities for the use and enjoyment of residents.

Skill level: 2

Main tasks

- Plans, directs and coordinates the organisation, its administration, and the operation of the establishment
- Manages tenancy agreements and notices in line with state regulations, and handles new resident induction
- Maintains standards according to hygiene, safety and other relevant regulations
- Engages and trains staff, and establishes and maintains standards of staff performance and services to residents
- Plans budgets and authorises expenditure
- Liaises with resident committees and manages resident enquiries
- May manage village transport, social clubs, restaurants, sports facilities and other recreational amenities

Occupation

172934 Security Manager (Non-ICT)

Manages the security functions of an organisation to ensure the safety and security of employees and facilities.

Registration or licensing may be required.

Chief Information Security Officers, Cyber Security Operations Coordinators and ICT security project managers are excluded from this occupation. Chief Information Security Officers are included in Occupation 113132 Chief Information Security Officer. Cyber Security Operations Coordinators are included in Occupation 271136 Cyber Security Operations Coordinator. ICT security project managers are included in Occupation 113232 ICT Project Manager.

Skill level: 2

Main tasks

- Develops and implements security policies, procedures and strategies for an organisation
- Plans, manages and coordinates security activities to safeguard employees and the assets and properties of an organisation
- Implements strategies to identify, investigate and resolve security breaches
- Analyses and evaluates security operations to identify risks and improve existing procedures
- Assesses security risks, such as bomb threats, unauthorised entry and fire, and plans incident responses to mitigate the potential consequences of those risks
- Communicates security status, updates and problems using established protocols

Occupation

172999 Service Managers nec

This occupation group covers Service Managers not elsewhere classified.

Registration or licensing may be required.

Skill level: 2

Occupations in this group include:

- Landscaping Services Manager
- Laundromat Operator

- Marina Manager
- Mining Camp Manager
- Plumbing Services Manager
- Recycling Centre Manager
- Self-Storage Manager
- Waste Depot Manager