



13 May 2022

Brett Adie  
AEAV Secretary  
United Workers Union  
PO Box 327  
North Melbourne VIC 3051

By Email: [Brett.Adie@unitedworkers.org.au](mailto:Brett.Adie@unitedworkers.org.au)

Dear Brett

## RE: Financial Transactional Services – Mercer Evaluations

I refer to your correspondence dated 16 September 2021 regarding the Mercer evaluations of the Financial Transactional Services (**FTS**) Officer positions as part of the FTS redesign in 2021.

As discussed on Thursday 5 May 2022, Ambulance Victoria (**AV**) is engaging Mercer Consulting to provide independent job evaluations for six FTS Officer level roles, specifically:

- Billing Customer Service Officer
- Billing Assessment (Pre and Post)
- Accounts Receivable (**AR**) Customer Service Officer
- AR Banking & Administration Officer
- AR Accounts Management Officer
- Accounts Payable (**AP**) Officer

Consistent with previous AV position evaluations conducted by Mercer Consulting, the process will include:

- Reviewing relevant documentation relating to the above roles including position descriptions and structure.
- Discussing the roles with FTS management and Team Leaders to gain clarification of role expectations and relativities.
- Applying Mercer's Cullen Egan Dell (**CED**) job evaluation methodology to assess the relative work value of the positions.

As you know, the Mercer CED methodology provides a systematic and analytical approach to defining jobs in terms of compensable factors such as size, scope, complexity and specific knowledge and experience requirements. Each position will be measured in terms of the actual requirements of the job, rather than the experience and skills possessed by the particular incumbent of the position.

The review will be undertaken by Mercer's team of experienced consultants, with peer review carried out in accordance with Mercer's standard quality process. The evaluation process is expected to commence in the week beginning Monday 23 May 2022, with line manager interviews to be held by Friday 27 May, with



the review completed by 10 June 2022. At the conclusion of the assessment, AV will be provided with a report with the evaluation outcomes. Position evaluation outcomes and next steps will then be provided to the AEAV.

Thank you once again for your patience. If you have questions or would like to discuss, please feel free to contact me via email or on 0411 130 528.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Sarah Crema', is enclosed in a light blue rectangular box.

**Sarah Crema**  
Acting Workplace Relations Strategy Lead

