



POSITION DESCRIPTION

Organisation:	ACT Long Service Leave Authority (ACT Leave)	Position number:	72303, Several
Business unit:	Operations	Classification:	ASO4
Position title:	Client Services Officer	Location:	Bruce ACT
		Last reviewed:	July 2026

Who we are

The Long Service Leave Authority (ACT Leave) is a Statutory Authority of the ACT Government responsible for the administration of portable long service leave benefit schemes for covered industries within the ACT.

Our vision is to make portable long service leave universally understood and recognised as an important and accepted part of the employment landscape. Our activities are determined by the *Long Service Leave (Portable Schemes) Act 2009*, and we are governed by a Board of Directors appointed under the legislation. ACT Leave is led by the Chief Executive Officer and Registrar, supported by an Executive Team.

ACT Leave provides staff with flexible working arrangements and access to a range of roles and professional development and training opportunities tailored to their career goals and ambitions. Our values: Responsive, Reliable, Approachable, Transparent, and Informative, are at the core of our organisation. We display these values in everything we do, to deliver quality customer service outcomes, exhibit teamwork, be proactive and willing to continuously improve, be outcome focused, accountable for our actions and promote and maintain public confidence in our work.

For more information about ACT Leave, visit our website <https://actleave.act.gov.au/>

About your team

Reporting to the Assistant Director, Client Services, the Client Services Team is the first point of contact for employers and workers engaging with ACT Leave, providing frontline client service support about the portable long service leave schemes. This team works alongside colleagues in the Operations Team to support employers and workers to comply with the *Long Service Leave (Portable Schemes) Act 2009*.

Your contribution

Reporting to the Manager, Client Services, this role works under the guidance of the Senior Client Services Officer and is responsible for responding to routine worker and employer enquiries, processing registrations and returns and maintaining accurate worker records. The role applies a sound working knowledge of the *Long Service Leave (Portable Schemes) Act 2009* and associated policy and procedures to ensure clients receive accurate and consistent information and contributes to the quality and continuous improvement of client service delivery.

Client enquiries and processing

- Respond to routine employer and worker enquiries across phone, email and other contact channels, providing accurate, plain-language and timely information on entitlements, obligations and scheme processes in accordance with legislation, policy and procedures.
- Assesses and process routine registrations and returns lodgements in accordance with legislation, policy and procedures, ensuring accuracy and timeliness.
- Maintain accurate and complete records of client interactions, registrations and returns across ACT Leave's systems in accordance with recordkeeping requirements.

- Identify and refer complex or disputed enquiries to a Senior Client Services Officer or the Manager, Client Services.

Compliance support

- Support delivery of the Annual Statement process including responding to worker enquiries about their service and any long service leave entitlements.
- Provide accurate and timely information to employers to support registration and returns lodgement.
- Identify and refer potential registration or returns discrepancies for investigation and follow-up by the Senior Client Services Officer or Senior Compliance Officer.

Quality and continuous improvement

- Support team quality assurance activities as directed including checking own work for accuracy and completeness prior to finalisation.
- Contribute suggestions to support improvements to client service processes and communications.
- Support education and outreach activities directed at employers and workers as required, including providing accurate and plain-language information.
- Model the ACT Public Sector values and behaviours, contributing to a positive and collaborative team culture.

Our ideal candidate

Professional / Technical Skills and Knowledge

1. Demonstrated experience in a frontline client service, contact centre or administrative role ideally within a regulatory, statutory or government environment.
2. Sound attention to detail and accuracy, with experience in data entry, record management and document handling.
3. Ability to learn and apply legislation, policy and procedures to day-to-day tasks, with a willingness to develop working knowledge of the *Long Service Leave (Portable Schemes) Act 2009*.
4. Good written and verbal communication skills, including the ability to provide clear, concise information to workers, employers and members of the public across multiple contact channels.
5. Demonstrated ability to work effectively as part of a team, manage a routine workload and meet required service standards and timeframes.

Behavioural Capabilities

This role requires capabilities consistent with the Team Member level in the [ACT Public Service Shared Capability Framework](#) and the expectations of an officer operating in a small, high-accountable organisation. The following capabilities are essential to success in the role:

Capability	What this looks like in this role
Service Commitment (Service Delivery)	Provides high quality, accurate service in line with the Client Services Team's objectives and the needs of workers and employers.
Delivering Results (Achieves Results with Integrity)	Achieves agreed enquiry and processing outcomes within the responsibilities of the role, prioritising workload appropriately and meeting set timeframes.

Capability	What this looks like in this role
Community/Stakeholder Relationships (Teamwork)	Works cooperatively with colleagues and focuses on achieving the best result for workers, employers and the broader community.
Decision Making (Thinking and Innovating)	Ensures access to the information needed to respond to routine enquiries accurately and documents decisions appropriately.
Leadership (Leadership)	Takes responsibility for own work outcomes, follows through on commitments and shares information with colleagues to support team performance.

Qualifications and other requirements

Preferred

- Experience (or a demonstrated aptitude) in a frontline client service, contact centre or administrative environment.
- Sound computer literacy, including experience using standard office and records/case management systems.

Highly Desirable

- Tertiary qualifications in business, finance, law or a related discipline or working towards one.
- Experience in a statutory authority, regulatory body or government agency.
- Exposure to client management, case management or registration systems.
- A current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* may be required.

Work environment description

The following work environment description outlines the inherent requirements of the role of Client Services Officer (Position Number: Multiple) and indicates how frequently each of these requirements would be performed. Please note that ACT Leave is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

Administrative	Frequency
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently
Standard hours	Frequency
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never
Social demands	Frequency
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently
Physical demands	Frequency
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

Manual handling	Frequency
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never
Travel	Frequency
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never
Specific hazards	Frequency
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never
Other	Frequency
Uniform required	Never
Personal Protective Equipment (PPE) required	Never