CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Customer Service Manager, Central Region

Classification: Administration Services Officer 6 (ASO6)

Position number: P72687

Division: Transport Canberra

Business unit: Central Region, Woden Depot

Location: Woden Bus Depot

Reports to: Senior Director, Central Region

Date last reviewed: 14/09/2026

Positon requirements: WWVP

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Transport Canberra (TC) is responsible for the management of Canberra's integrated public transport network, including a bus fleet of around 450 buses. TC also oversees the contract management of Light Rail under a public-private partnership between Canberra Metro and the ACT government. TC currently employs over 1,000 employees and develops public transport policy and delivers a range of services to support the successful delivery of public transport services including bus scheduling, purchasing of bus assets and the delivery of an integrated public transport ticketing system.

BUSINESS UNIT OVERVIEW

The Bus Operations Branch is made up of over 1000 employees with a focus on providing reliable, safe and customer centred services for the ACT community. The Bus Operations Branch is responsible for the management and delivery of Canberra's bus network, three major depots including the Supported Schools and Flexible Transport fleet.

POSITION PURPOSE

The Customer Service Manager is responsible for ensuring high-quality service delivery across Bus Operations by investigating and resolving customer complaints, guiding driver behaviour through education and training, and maintaining operational procedures. As the Woden depot liaison, the role fosters strong relationships with schools and community stakeholders, contributes to the design and monitoring of school services in the Central Region, and represents Bus Operations at the School Liaison Committee.

DUTIES / RESPONSIBILITIES

1. Perform the Woden Depot liaison role for community and school related activities, maintain strong stakeholder engagement and build key relationships with these stakeholders.
2. Contribute to the design of school services in the Central region and represent Bus Operations at the Schools Liaison Committee. This includes review of patraonage data to identify scheduling adjustments required to support school services.
3. Analyse daily Transport Officer and Incident Management System reports and implement appropriate strategies to address any issues/incidents to reduce risk to Bus Operations, its staff and the general community.
4. Review and compile CCTV footage as it relates to accidents, incidents, complaints and requests from internal and external stakeholders. This includes bus and building CCTV footage.

5. Instruct and educate drivers on appropriate behavioural practices in the provision of high quality customer service and escalate more serious cases of inappropriate driver behaviour to the relevant manager for further action.
6. As part of the Woden Depot Management team, contribute to effective workplace communication with operational staff through management of noticeboards and online applications.
7. This position does not involve direct supervision of staff.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated high level organisational skills including the ability to effectively prioritise work, meet competing deadlines and work under pressure in an operational environement.
2. Demonstrated experience in management of staff and an understanding of staff performance disciplinary practices.
3. Demonstrated proficiency in computer literacy including experience with the Microsoft Office suite, record management principles and utilising system databases.
4. Well-developed interpersonal, communication (oral and written), negotiation and representation skills including the ability to work cooperatively in a small team.
5. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- Drivers Licence C class is essential.
- This position requires a pre-employment medical.
- This position **does** require a Working with Vulnerable People Check.

ACT Government

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Customer Service Manager, Central Region (position number P72687) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	**FREQUENCY**
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation ***The position in an activity based work environment***	Frequently

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally
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)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	**FREQUENCY**
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never

Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Never
Exposure to extreme temperatures	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	**FREQUENCY**
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Frequently