

Canberra Institute of Technology

Position Description

POSITION NUMBER:	P54291
CLASSIFICATION:	ADMINISTRATIVE SERVICE OFFICER CLASS 2/3
POSITION TITLE:	Client Service Officer
DIVISION:	Education Futures and Students
COLLEGE/BRANCH:	Student Services
SECTION:	Client Relationship
SUB SECTION/COST CODE:	1528
IMMEDIATE SUPERVISOR:	Administrative Service Officer Class 6 Client Service Coordinator

ABOUT US

Canberra Institute of Technology (CIT) is a dynamic, modern, and diverse vocational education and training (VET) institute of learning - and plays a major role in the development of the ACT's future workforce and building its skill base. As the ACT's public provider of VET, we are the cornerstone of the local skills and training system and deeply embedded in our community. The critical role we play in the Canberra economy and society is demonstrated by the significant influence of our graduates and educators. Our alumni embody excellence and proficiency in their respective vocations.

At our core, we strive for inclusion, providing equal access to education and training and enabling anyone to pursue their learning and career goals. We are dedicated to supporting social inclusion, offering all who walk through our doors a sense of place and belonging, and the confidence to participate in the workforce.

Our strategic ambition is outlined in our [CIT Strategy 2025-2035: Skilling for the future equipping you for life](#). This strategy sets four objectives to guide our actions towards achieving our vision to be *renowned for our inclusive and dynamic approach to teaching and learning that meets the needs of students, industry and the community*. These strategic objectives are:

- Our training meets the skills needs of today, tomorrow and beyond.
- Our teaching and learning is leading edge and enhances student outcomes.
- Our people are equipped to achieve our strategy.
- Our foundations support the delivery of our strategy and enable future growth.

OUR PEOPLE

CIT cultivates its workforce to create an environment where our people thrive, are motivated and embrace leading roles in achieving our ambitions. Our values of student-centric, belonging, connection, excellence, integrity and wellbeing guide every decision and action that we take. They steer us towards our purpose and create a culture of trust, collaboration and accountability. These values are aligned to the ACTPS values and signature behaviours which are underpinned by the [ACT Public Service \(ACTPS\) Code of Conduct](#).

CIT is committed to building a diverse workplace through an inclusive workforce. As part of this commitment, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, people with disability, and LGBTIQ+ people, are encouraged to apply.

EDUCATION FUTURES AND STUDENTS' DIVISION

The Education Futures and Students division offers a dynamic learning experience that equips students for success and lifelong employability, providing them with the tools and resources they need to thrive in a changing world. Led by experienced and innovative education leaders and educators, the division is committed to delivering future-focused teaching and enhancing student outcomes.

The division focuses on integrating leading-edge educational design and delivery technologies, supported by digitally enabled learning environments, innovative teaching methods, and robust academic quality and assurance systems. The division is dedicated to offering a wide range of student engagement and support services, ensuring that an increasing number of lifelong learners can study and upskill at CIT. Through strong collaborations with industry partners, CIT's education and training programs remain responsive to emerging skills needs and relevant to the local job market.

THE POSITION

CIT Student Services is part of the Education and Futures and Students Division. The primary focus of the position is to assist students during their enrolment along with a wide range of other services which are offered to students to support them in the successful completion of their studies and to enhance their experience at CIT.

The Client Service Officer ASO2/3 reports to Client Service Coordinator, ASO6.

RESPONSIBILITIES

ASO2

Under general direction:

- Attend to routine enquiries from staff, students, prospective students, and community and industry personnel.
- Use initiative to apply guidelines, work practices and procedures to seek resolution of issues arising from general enquiries and routine work tasks.
- Enter data into local information management systems, files, databases and student enrolment systems.
- Provide general administrative support in one or more of the following areas:
 - course delivery
 - compliance, production of awards and maintenance of academic records
 - recognition of prior learning
 - shopfront/counter service
 - user choice management
 - provision of information to prospective and current students

- enrolment, graduation, prize nights, open day, careers events
- other areas related to the Student Services or other Institute Colleges

ASO3

Under general direction:

- Attend to complex enquiries from staff, students, prospective students and community and industry personnel.
- Exercise judgement to interpret guidelines and procedures to seek resolution of issues arising from complex, but routine, enquiries and work tasks.
- Maintain and interrogate local information management systems, files, databases and student enrolment systems.
- Undertake a wide range of operational and administrative tasks to support one or more areas as listed above.
- This position does not involve direct supervision of staff.

PROFESSIONAL AND PERSONAL CHARACTERISTICS

- Ensure your interactions align with the CIT values (Student-Centric, Belonging, Connection, Excellence, Integrity and Wellbeing).
- Model the ACT Public Service Values and Signature Behaviours.
- Create an environment that values and utilises the contribution of others.

The occupant of this position will be required to work 73.5 hours per fortnight which may be on a rotating shift, including Saturdays depending on location.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Criteria are ranked in order of importance:

1. Ability to liaise and communicate effectively with staff at all levels, students and members of the public, with a developing ability to negotiate.
2. Ability to maintain accurate records and to use computer-based management systems such as the CIT Student Administration System, and a developing capability to interrogate such systems.
3. Willingness to embrace challenge and change and to undertake new and diverse roles, with developing skill and aptitude to succeed in rapidly changing work environments.
4. Established skill, knowledge and experience in electronic file management, word processing and email/calendar management software, with the potential to develop administrative systems.
5. Demonstrated ability to consistently display high quality customer service ACTPS principles, practices and attributes.
6. Demonstrated ability to model the CIT values and ACT Public Service values and signature behaviours, knowledge of and the ability to work in accordance with, and implement agreed CIT policy and principles, respect, equity and diversity (RED), work health and safety

(WHS) and workplace participation.

QUALIFICATIONS AND EXPERIENCE

- Eligibility/Other requirements: Tertiary qualifications relevant to the position are desirable.
- Educational experience, preferably in a Vocational/Tertiary Education environment is desirable.
- Driver's licence is desirable.

Office use only

Date Position Description updated: 15 July 2026

RITM Number: