



POSITION DESCRIPTION

Directorate: City and Environment Directorate **Position Title:** Customer Service Officer

Division: Access Canberra

Position Numbers: 49506

Branch: Authorisation and Approvals

Classification: Administrative Services Officer Class 5

Business Unit: Land Use

Location: ABW/Mitchell/Dickson

Last Reviewed: August 2026

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

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community; and
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.

THE TEAM YOU WILL BE WORKING IN

The Land Use and Building Services Section within the Authorisations and Approvals branch of Access Canberra has the following teams:

- Land Use
- Building Services
- Construction Licensing and Registrations

The Land Use team is responsible for the coordination and activation of public unleased land use in the Territory. The Land Use team issue public unleased land permits as part of a legislative regime that regulates the use and activities associated with public unleased land. The objective of the legislation is to protect the amenity and natural value of public unleased land and facilitate the use of the land.

Activities that require a permit are broad and include:

- Small private activities or events e.g. weddings, birthday parties
- Large public or commercial events e.g. festivals, concerts
- Construction activities e.g. site compounds, storage of materials
- Non-Commercial uses by community and not-for-profit organisations
- Government agency uses for community benefit
- Fitness. Sports eg bootcamps and trail biking.

DUTIES/RESPONSIBILITIES

Under general direction, you will be required to:

- Manage and evaluate land use permit applications in line with regulatory frameworks, legislation and within delegated authority.
- Manage payments, fee scheduling, invoicing and the receipt of public monies associated with land use permits.
- Draft complex correspondence, assist in preparation of procedural guidelines, Standard Operating Procedures, ministerial correspondence, stakeholder letters and reports as required.
- Demonstrate good oral and written communication, representational and interpersonal skills, including experience in negotiation and stakeholder liaison.
- Achieve high level customer services with a positive solution focus when liaising and communicating with clients and stakeholders.
- Work cooperatively with others in a team with limited supervision in a high-volume environment, prioritising tasks and managing own workload within established work practices and allocated timeframes.
- Maintain files, records and correspondence in accordance with the Territory Records Act 2002.
- Implement Workplace Health and Safety, workplace diversity and staff development practices.
- Perform other duties as required.

SELECTION CRITERIA

Suitability for these positions will be assessed based on your **skills, knowledge** and **behaviour** in relation to the duties listed above.

- 1. Skills** – Demonstrate the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role.
- 2. Knowledge** – Demonstrate the knowledge you have, based on your qualification and experience, that will enable you to perform the duties/responsibilities of the role to a high standard.
- 3. Behaviour** – Demonstrate how well you will fit into the team, Branch, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview.

Other Requirements

- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Customer Service Officer, position number 49506 and indicates how frequently each of these requirements would be performed.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
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	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)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
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	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	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never