POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Division: Delivery – Places and Spaces

Business Unit: Customer and Asset Management – Community and Government Engagement Team

Position Title: Customer Relationship Management

Position Number: P16979, P66015

Classification: ASO6

Location: Canberra City / Fyshwick / Hybrid

Security Clearance Required: No

Last Reviewed: September 2026

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

AGENCY OVERVIEW

Infrastructure Canberra was established to lead the procurement and delivery of the ACT Government's infrastructure program. Its vision is to deliver the infrastructure for our community which helps make Canberra one of the world's most liveable cities.

Infrastructure Canberra has three main components:

1. Procuring and delivering infrastructure projects of significant complexity and scale;
2. Delivering whole-of-government infrastructure projects in partnership with other Directorates; and
3. Provides expert property management and maintenance services to the ACT Government and the community.

Led by the Chief Projects Officer, Infrastructure Canberra is accountable to several Ministers and the Canberra community.

Other functions of Infrastructure Canberra include contractor pre-qualification, project management and reporting and superintendency of works and WHS Active Certification.

DIVISION OVERVIEW

The *Delivery – Places and Spaces Division* is responsible for the management of ACT Government's property portfolio and supporting insourcing of identified and insecure workforces that support ACT Government to deliver on its objectives.

BRANCH OVERVIEW

What we do

Customer and Asset Management is a business unit responsible for delivering property management services on behalf of the ACT Government.

Customer and Asset Management is going through an exciting business improvement program to deliver on client focussed property services undertaken by a professional qualified multi-skilled team using the latest technologies to deliver results.

Our clients are ACT Government business units, not for profit and commercial service providers and the wider ACT community.

Our focus is on delivering cost effective, timely and quality property management services.

Those services include strategic asset management, strategic accommodation and planning and managing existing government and non-government tenancies. In addition, Customer and Asset Management also provide property upgrades and maintenance services (reactive and planned) to all ACT Government Directorates and Agencies.

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.

Our team includes staff with professional trades, customer service and real estate, building management, procurement and project management, administrative and management backgrounds. Our organisation exists to provide a quality centralised property management service in the ACT Government.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive service 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 Government and Canberra community.
- The opportunity to work with passionate, innovative and experienced team with support for you to excel in the organisation and your role.
- A flexible workplace with modern fit out enabling activity-based work.
- The opportunity to develop and grow in a government property-focussed organisation.

THE TEAM YOU WILL WORK IN

The Community and Government Engagement team provide a central customer service, business development and lease management area to support and manage tenants, customers and clients. The team provides professional customer management where property and services are provided

to government and non-government clients. The team manages all activities related to the occupation of buildings and the customers overall relationship with Infrastructure Canberra. The team is also the ACT Government's expert manager for commercial leases of third party owned buildings and tenancy agreements for owned and managed buildings.

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This position plays a key role in delivering high-quality property, tenancy and customer services across Infrastructure Canberra's property portfolio. The role acts as the primary point of contact for a portfolio of government and non-government tenants, providing professional advice and coordinating property, tenancy and leasing services to support tenant needs and organisational objectives.

The position is responsible for managing tenancy arrangements, supporting commercial leasing activities, administering lease obligations and financial processes and maintaining productive relationships with tenants, landlords, contractors and internal stakeholders. The role contributes to the effective management of government-owned and leased properties and supports continuous improvement in service delivery.

The occupant of this position will work collaboratively across Infrastructure Canberra and government to ensure tenant needs are understood and services are delivered in a timely, professional and customer-focused manner.

WHAT YOU WILL DO

Under general direction, undertake work required for the delivering the team's responsibilities and tasks which may include:

- Act as the primary point of contact for an allocated portfolio of customers and tenants, providing responsive, professional and customer-focused services.
- Build and maintain effective relationships with tenants, landlords, contractors, service providers and internal stakeholders to achieve positive property and tenancy outcomes.
- Coordinate and deliver property, accommodation and tenancy services in collaboration with business areas across Infrastructure Canberra.
- Manage tenancy matters including occupancy arrangements, lease administration, property transactions, compliance with relevant policies and contractual obligations.
- Support commercial leasing activities including lease procurement, negotiations, renewals, variations and other leasing transactions as required.
- Liaise with landlords, tenants and service providers to resolve tenancy and property-related issues and ensure agreed service standards are achieved.
- Prepare high-quality briefs, reports, correspondence and other documentation to support operational and strategic decision-making.

- Maintain accurate records relating to customers, properties, leases, tenancies and financial transactions using relevant systems and databases.
- Contribute to continuous improvement initiatives that enhance customer experience, service delivery and business performance.
- Demonstrate behaviour consistent with the ACTPS Values and Code of Conduct promote workplace safety and undertake other duties appropriate to the classification level.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to build productive relationships and achieve outcomes across multiple stakeholder groups, including tenants, landlords, contractors, service providers and government agencies.
2. Excellent communication (written and oral), representational and negotiation skills, including demonstrated ability to establish and maintain effective working relationships with stakeholders and technical professionals to ensure good building outcomes.
3. Demonstrated proficiency in using property management systems and Microsoft Office applications, including Outlook, Excel, Word and SharePoint, to manage workloads, prioritise and allocate requests, track projects and escalate issues as required.

Behavioural Capabilities

4. Demonstrated ability to identify opportunities for operational improvement, implement changes and contribute to more effective property and tenancy management practices.
5. Demonstrated ability to manage competing priorities, problem solve and use sound judgement in a timely and customer-focused manner.
6. Demonstrated commitment to model behaviours consistent with the ACTPS Code of Conduct, ACTPS values of respect, integrity, collaboration and innovation, and Work Health and Safety responsibilities.

Compliance Requirements / Qualifications

- Hold or have the capacity to obtain White Card and Asbestos Awareness.
- Hold a current C Class driver licence

Desirable

- Qualifications or experience in commercial leasing, commercial real estate, property management.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Customer Relationship Manager** (position number P16979, 66015) and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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 *This position works in an activity-based environment.*	Never

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	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	Occasionally

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	Occasionally
Lifting 10kg+	Never
Climbing	Occasionally
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	Frequently
Frequent travel – driving	Frequently
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	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required Steel Cap boots, high visibility and/or protective clothing, protective hardhat and glasses may be required when attending a construction site or other high risk environments.	Occasionally