CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Customer Service Officer

Classification: ASO 3

Position number: P41373 - Various

Division: Access Canberra

Business unit: Service Delivery and Engagement

Location: Access Canberra Service Centres

Reports to: Service Centre Manager

Date last reviewed: 16 June 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 a great customer experience. We help

community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver 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.

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.
- The opportunity to work with passionate, innovative, and experienced leaders who encourage and support you to develop your interests and expertise.

BUSINESS UNIT OVERVIEW

Access Canberra Service Centres are currently located in Belconnen, Gungahlin, Tuggeranong, Woden and a specialised centre in Dickson. Service Centres are committed to delivering excellent customer service to the community in person by being professional, courteous and friendly. The team takes pride in responding to enquiries and processing transactions accurately, thoroughly and promptly. Currently over 400 different transactions are facilitated through Service Centres.

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.

DUTIES / RESPONSIBILITIES

Duties:

- Provide high quality services for customers through a range of channels including electronic/digital, phone and/or face to face to deliver optimal service delivery outcomes and a positive customer experience.
- Identify and respond quickly to customer enquires or complaints. Engage with and educate customers, providing accurate and relevant information in a clear and timely manner.
- Navigate multiple computer systems and knowledge bases to facilitate transactional services, including the receipting of public monies, ensuring compliance with legislation, policies, procedures, and guidelines.
- Participate and work collaboratively in a team environment.
- Understand and implement workplace respect, equity, diversity, occupational health and safety, privacy and participative work practices and principles in the workplace.

- This position does not require a Working with Vulnerable People Check.
- This position does involve direct supervision of personnel.

WHAT YOU REQUIRE

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

Your suitability will be assessed in three key areas:

Skills – the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role.

- Demonstrated experience in providing customer focussed outcomes.
- Well-developed oral and written communication skills.
- Well-developed computer skills and the ability to learn and use a range of business systems.

Knowledge – 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

- Ability to assess applications/process transactions in accordance with legislation, policy and procedures and be able to convey these requirements to customers.
- Ability to understand, interpret and apply work practices, procedures, guidelines and instructions.

Behaviour – how well you will fit into the team, Division, Access Canberra, and ACT Government based on the ACT Government Signature Values and Behaviours

- Ability to work productively independently or as part of a team and demonstrate resilience in a fast-paced, high-pressure environment.
- Ability to deal with difficult customers or complex enquiries and complaints with tact and discretion.

- Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism, and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices

Other Requirements

Successful applicants employed in the Access Canberra Service Centres will be employed as Scheduled workers and have their working hours scheduled in accordance with the Section 0.6 of the Administrative and Related Classifications Enterprise Agreement 2023-2026.

Successful applicants must be prepared to:

- wear a uniform if supplied;
- work at any Service Centre as required.

Your response should be **NO MORE** than 2 pages.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of a Customer Service officer in an Access Canberra Service Centre 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	Frequently
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)	Never
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)	Occasionally
Peaks and troughs	Occasionally
Frequent paid overtime	Never
Rostered shift work	Frequently

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SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
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+	Occasionally
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	Frequently
Personal Protective Equipment (PPE) required	Occasionally