



# POSITION DESCRIPTION

**Directorate:** Education

**Branch:** School Improvement

**Business Unit:** Birrigai Outdoor School

**Position Title:** Customer Service Officer

**Classification:** Administrative Services Officer 3 (ASO3)

**Position Number:** P00917

**Reports to:** Business Manager

**Position Status:** Temporary

**Position Hours:** Full time: 36:75 hours per week

**Identified position:** Not identified

**Fire Designated Position:** No

**Effective:** July 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 as demonstrate the related signature behaviours – [Values and Signature Behaviour – ACTPS Employment Portal](#)

## DIRECTORATE OVERVIEW

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The [ACT Education Directorate](#) (the Directorate) delivers high quality education services through government schools, registers non-government schools and administers vocational education and training in the ACT. The Directorate aims to develop and deliver educational services to empower each child and young person in the ACT to learn for life.

## BRANCH OVERVIEW

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The School Improvement Branch works closely with schools supporting them to develop sustainable processes that ensure a culture of school improvement and accountability related to their individual context.

## SCHOOL OVERVIEW

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Birrigai was established in 1979 as a jointly sponsored project between the then Department of Territories and the ACT Schools Authority. Birrigai is an ACT Government facility and is currently managed by the onsite Principal.

Birrigai is located 2 kilometers from Tidbinbilla Nature Reserve on Tidbinbilla Road and is 15km from Gordon in the Tuggeranong valley. Birrigai offers a range of cultural and environmental education programs to students from across the ACT, surrounding region, and interstate, ranging in age from preschool to Year 12. We provide day programs and overnight camps with activities themed around the Australian environment and biodiversity, Indigenous culture and arts, and we also offer outdoor adventure activities such as bushwalks, high ropes and team building programs. Birrigai also provides services to a range of community and corporate groups and offers onsite accommodation for up to 180 people with facilities for self-catering, or fully catered options.

**Note:** All Birrigai employees are required to provide their own transport to and from the worksite. A travel allowance for administration staff of \$24.98 per day is payable.

## **POSITION OVERVIEW**

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Birrigai Outdoor School is seeking an enthusiastic and professional individual with strong interpersonal and time management skills to join our administration team. The successful applicant will work closely with the Finance Officer, Business Manager and Principal, providing high-quality front-of-house services and administrative support to students, families, staff, visitors and external clients. Working under general direction, the role supports the smooth operation of bookings, site logistics, communication, and daily administrative processes.

In a fast paced and sometimes unpredictable environment, this position requires strong customer service skills, the ability to work in a fast-paced environment, and a positive, proactive approach to supporting Birrigai's programs and operations.

For further information, please contact the school prior to submitting your application.

## **DIVERSITY STATEMENT**

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The ACT Public Service is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, we strongly encourage people from an Aboriginal or Torres Strait Islander background, those who identify as LGBTIQ, and people with disability to apply.

## **WHAT YOU WILL DO**

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As an active member of the Birrigai Team, the Customer Service Officer contributes to the effective operation of the school's front office, bookings processes, and administrative systems.

### **Front Office and Customer Service**

Under general direction:

- First point of contact for all enquiries and visitors to the site, providing accurate information and a welcoming experience.
- Manage incoming calls, central email accounts and visitor reception.
- Provide customer service relating to bookings, programs, facilities, accommodation and general enquiries.
- Conduct site inductions for corporate and community groups and provide follow-up information as required.
- Assist with preparing quotes, processing bookings and responding to booking-related enquiries.
- Follow up overdue quotes, invoices and Final Numbers Packages in line with Birrigai processes.
- Provide First Aid assistance to visitors and staff when required

### **Operational Support**

- Monitor and operate the Birrigai Base radio during program delivery, responding to requests and relaying information to staff.
- Act as the main site contact during incidents or emergencies, following Birrigai's Emergency

Response Procedures.

- Assist the teaching team with cabin inspections to support program readiness and site standards.
- Under the direction of the Business Manager, coordinate contractor site visits in alignment with the bookings calendar.
- Maintain a clean, safe and organised front office environment.

### **Administration & Records Management**

- Maintain accurate records using systems such as Outlook, Word, Excel, Google Drive, Content Manager and other Directorate databases.
- Manage the collation, archiving and filing of past bookings in accordance with Directorate record-keeping requirements and relevant legislation.
- Prepare routine correspondence, forms, reports and documentation as directed.
- Assist with the coordination of meetings, including agendas, minutes and papers.
- Monitor stationery, first aid supplies and consumables, and compile order lists for approval.
- Support other administration team members as required.

### **Teamwork & Communication**

- Work effectively as part of a small team, using initiative to organise workloads and meet deadlines.
- Communicate sensitively and professionally with students, families, staff, contractors and external stakeholders.
- Build and maintain productive working relationships with internal and external partners.
- Model ACTPS values and contribute to a respectful, inclusive and collaborative workplace.

### **Business Improvement**

- Contribute to improving administrative processes, customer service practices and bookings workflows.
- Exercise initiative to suggest practical improvements that enhance service delivery and operational efficiency.

## **WHAT YOU REQUIRE**

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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 customer services skills with the ability to handle confidential and sensitive information in accordance with relevant legislative and policy principles.
2. Demonstrated experience in managing bookings, preparing quotes, receiving visitors and responding to enquiries.
3. Demonstrated experience using ICT systems, databases and general office equipment.
4. Proven capability to effectively work as part of a team, to use own initiative and to work independently when necessary.

## **Behavioural Capabilities**

5. Well-developed communication and liaison skills with the ability to communicate sensitively and effectively with a range of stakeholders.
6. Ability to adapt and be flexible to accommodate changing priorities and respond effectively in busy situations.
7. Proven organisational skills with the ability to work effectively in busy situations, in a team environment or independently and the ability to meet deadlines with minimal supervision.

## **Compliance Requirements / Qualifications**

- This position requires a Working with Vulnerable People (WWVP) Registration prior to commencing in this role.
- Drivers Licence (C-class) is mandatory with requirement to facilitate own travel to site.
- Current First Aid Qualification or ability to gain the qualification prior to commencement.

## **Desirables**

- Experience in an administration or customer service role.
- Knowledge of school or bookings systems.
- Excellent knowledge of Microsoft Outlook, Word, Excel and the Google suite.