



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Office of Industrial Relations and Workforce Strategy

Business Unit: Shared Services, Salary Packaging

Position Title: Senior Salary Packaging Officer
- Customer Services

Position Requirements: Base line security clearance

Position Number: P58874

Classification: ASO5

Location: Winyu House, Gungahlin

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The Office of Industrial Relations and Workforce Strategy (OIRWS), enables the business of the ACT Government by providing a range of centralised corporate support services to Directorates and Agencies including payroll services, recruitment, corporate functions including service desk, mailroom, physical and electronic records management services.

BUSINESS UNIT OVERVIEW

Shared Services Salary Packaging provides high quality customer service to clients and key stakeholders in the delivery and maintenance of salary packaging arrangements, functions, taxation compliance and other related services.

POSITION OVERVIEW

The Senior Salary Packaging Officer - Customer Services is required to support and assist the team to deliver effective and accurate salary packaging services to ACT Government employees. This position monitors workflows across the team, and provides training, feedback regarding accuracy and timeframes and coaching to team members as required. Experience and understanding of salary packaging and its administration in a government setting is highly desirable - including, but not limited to superannuation, novated leases and for those in eligible positions, rent and mortgage. The occupant will oversee the day-to-day administrative functions associated with salary packaging services along with managing the administrative functions associated with the Living Expense and Meal Entertainment and Venue Hire Benefit/s.

The occupant must be highly organised, enthusiastic and thrive in a fast-paced, customer-service focused business unit, that is salary packaging. The successful applicant will be driven, work well within a team environment by leading by example, have efficient time management and problem-solving skills, in addition to well-developed verbal and oral communication skills. The occupant will be required to provide direction to salary packaging team members, assist with the creation of the team's fortnightly work schedule, manage complex queries and complaints, as well as managing conflicting priorities. Ensuring the team deadlines are met is paramount in this position. The occupant will also assist with the management of the fortnightly reconciliation and pay-run processes.

WHAT YOU WILL DO

In consultation with the Salary Packaging Team Assistant Director, the occupant will:

1. Interpret and provide advice to team members, customers and management relating to legislation, certified agreements, and policies regarding current FBT & GST legislation, guidelines, policy, and practices.
2. Assist Salary Packaging Officers to respond appropriately to complex customer enquiries and resolve complex processing issues, liaise with external stakeholders such as lease and superannuation companies, ensuring all verbal and written communication is professional, well considered and accurate.
3. Work with the Assistant Director to set realistic goals and expectations across the Team, monitoring Team workflows to achieve team fortnightly deadlines.
4. Work with the Assistant Director to identify individual and team training requirements and assist in skill development across the team, contributing to an effective team environment.
5. Maintain accurate personnel records on the Human Resource Management System, salary packaging database and the salary packaging benefit card portal.
6. Assess customer feedback and assist in providing effective complaints resolution.

7. Uphold and support the values of the public service, including occupational health and safety, diversity, and equal employment opportunity.
8. This position involves the direct supervision of approximately six staff.

WHAT YOU REQUIRE

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

Professional Knowledge

1. Relevant knowledge of and demonstrated experience in interpreting and applying legislation, policy, manuals, and applicable guidelines.
2. Demonstrated experience in dealing with difficult customers and complaints resolution in a professional manner.

Technical Skills

1. Experience in the use of a Human Resource Management System, salary packaging database, the salary packaging benefit card portal, Service Now or similar systems.
2. Demonstrated ability to consistently display and deliver accurate quality customer service, including clear and concise verbal and written communication skills and possess an ability to provide practical information relating to salary packaging services to staff at all levels.

Behavioural Capabilities

3. Demonstrated experience to work independently, effectively and cooperatively as a member of a team, providing support to others and working collaboratively toward common team goals.
4. High level of organisational skills, including the ability to effectively manage multiple tasks and projects, and an ability to determine priorities and to meet deadlines in pressure situations.
5. Commitment to improved ways of working, enthusiastically engages with, or creates 'new thinking' at work. The occupant of this role needs to be proactive, adaptable, and work effectively under pressure and competing deadlines.
6. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism, and a proven commitment to the ACTPS Respect, Diversity and Equity Framework and health and safety principles and practices.

Compliance Requirements / Qualifications

1. Baseline security clearance checks will be undertaken.
2. This position does not require a pre-employment medical.
3. 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 Senior Salary Packaging Officer – Customer Service (position number P58874) 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
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	Frequently
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally

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	Never
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	Never

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