

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Driver	Location: Mitchell, ACT
Classification: CLS 3.4	Reports to: Drivers Leading Hand
Position number: P27214	Position Status: Permanent
Division: Transport Canberra and Business Services	Position Hours: 38
Business unit: Capital Linen Service	Date last reviewed: 20/08/2026
	Position requirements: Medium Rigid class license

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



Territory Business Services Division

Territory and Business Services (T&BS) delivers a portfolio of high performing commercial and operational services that combines essential community services with business units operating to commercial standards, delivering efficient, reliable and valued services to a wide range of customers across the Canberra and surrounding region.

Canberra Memorial Parks operates the Territory's public cemeteries and public crematorium, providing self funded, high quality and culturally inclusive interment and memorialisation services across Gungahlin, Woden and Hall through a professionally governed Statutory Authority. Capital Linen Service functions as a major commercial enterprise, supplying more than 120 health, aged care and accommodation providers with ISO certified, high volume linen services, processing over 7,200 tonnes of linen annually through a modern, automated facility that ensures dependable, safe and competitively priced service delivery. ACT NoWaste manages the ACT's waste, recycling and resource recovery systems, delivering efficient, high volume public waste services and leading implementation of the Territory's Circular Economy Strategy to ensure operational reliability, environmental performance and long term system sustainability. Yarralumla Nursery underpins Canberra's urban landscape through its commercial wholesale plant production enterprise, supplying high quality, climate appropriate plants for government and industry projects and maintaining consistent, reliable output that supports the city's green infrastructure and horticultural standards.

BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's City and Environment Directorate (CED).

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our [website](#)

POSITION PURPOSE

The Capital Linen Service (CLS) Driver positions are part of a transport team that works with the Leading Hand Driver and reports to the Production Supervisor under the direction of the Director Operations.

CLS Drivers are an integral customer service front facing part of the CLS business. Our drivers are required to load and unload trucks with clean and soiled linen and transport linen products from

our operational production team in Mitchell to multiple clients across the ACT and region as per the delivery schedule.

A Driver is also required to assist customers with inquiries and concerns conveying a positive and professional image of CED, CLS and their services.

DUTIES / RESPONSIBILITIES

- Drive a Medium Rigid truck (or other vehicle as required) in a safe, professional and responsible manner adhering to the road rules.
- Ensure vehicle procedures are followed, vehicle safety checks are undertaken and cleaning rosters are followed.
- Proactively liaise and communicate with key stakeholders in a timely manner including management, supervisors, leading hands, CLS customer service and customers to:
 - Identify and prioritise linen deliveries in line with delivery schedule requirements.
 - Assist in the continuous improvement of the transport team processes, scheduling and overall CLS service delivery model.
 - Report any mechanical issues to the Production Manager and ensure that the vehicles are kept clean and secure at all times.
- Contribute to the delivery of a positive customer experience by:
 - Providing a safe, friendly, prompt and reliable linen delivery and collection service
 - Listening and assisting to resolve customer issues or questions
 - Building rapport, knowing your customers and personalising your service
 - Identifying and sharing better ways to do things.
- Stand for long periods of time and undertake some physical work including lifting, carrying and transporting large trolleys of soiled and clean linen over the course of the day. This can also include, if required by the customer, delivery to designated customer onsite storerooms and repacking and rotation of stock as per CLS quality control standards.
- Work with clean and soiled linen.
- Complete required daily paperwork including departure times, run sheets, trolleys received. Report any incidents/accidents or hazards on and off the road immediately to the relevant Supervisor.
- Participate in customer stocktakes and other laundry duties as directed.
- Assist laundry staff with packing and finishing tasks, wherever possible, to enable efficient dispatch of linen products.
- Carry out general housekeeping tasks as directed and assist in keeping the laundry and loading docks, clean and tidy at all times.
- Comply with TCCS and CLS Policies, Procedures, Systems and Processes, and adhere to the TCCS Values and Code of Conduct ensuring professional conduct is maintained at all times.

The successful applicant must be able to work weekends, public holidays, and rostered shifts which may have staggered start and finish times.

SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

Professional / Technical Skills

- Experience as a delivery driver working within an industrial or operational setting (ie. industrial laundry, hospital or aged care) and meeting scheduled delivery requirements.
- Ability to undertake manual handling of clean and soiled linen and work safely within an industrial laundry or similar work environment.
- Proven ability to follow operational procedures and workplace policies with a safety focus.

Behavioural Skills

- Experience working independently and as part of a team, in a customer service forward facing role delivering a reliable and professional high level of customer service.
- Demonstrated understanding and commitment to the TCCS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice.

Compliance Requirements / Qualifications

- Unrestricted Driver's License (C class) and Medium Ridged (MR) Drivers Licence is mandatory
- Minimum of 12 months experience as a delivery driver in an industrial business
- Physical ability to safely undertake manual handling requirements of the role is mandatory
- Must be able to work rostered weekends, public holidays, out of hours and overtime shifts
- Applicants must provide a recent drivers history report.
- This position requires a pre-employment medical and police check
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Driver (position number P27214) 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/Mobile Phone use	Frequently
General computer use/in field technology	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Never
Standing for long periods	Frequently
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Requirement to work overtime	Occasionally
Rostered shift work	Frequently

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	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (on roads, paths or nature strips)	Occasionally
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently

Frequent travel – interstate	Frequently
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SPECIFIC HAZARDS	FREQUENCY
Working at heights	Frequently
Exposure to extreme temperatures	Occasionally
Exposure to silica (either with asbestos or under asbestos)	Never
Operation of heavy machinery e.g. forklift	Frequently
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 or work sites	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently