POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Position Number: 08129

Division: Office of Industrial Relations and Workforce Strategy

Classification: ASO4

Business Unit: Shared Services Payroll, Salary Packaging

Location: Winyu House, Gungahlin

Position Title: Salary Packaging Officer

Last Reviewed: July 2025

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.

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

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 but not limited to: Financial functions (salary packaging, financial reporting and advice and debt management services), Payroll and Payroll reporting, Recruitment and new employee onboarding.

BUSINESS UNIT OVERVIEW

Payroll and HR Systems provides frontline services for OIRWS including Payroll, Salary Packaging services, HR Service Desk, HRIMS Support, Recruitment Services, Data Quality and Reporting. Payroll Services has overall responsibility for Customer Service quality, responsiveness and professionalism for OIRWS.

POSITION OVERVIEW

The Salary Packaging Team assists ACT Government staff to make the most of their salary by accessing a range of benefits available to Government and Hospital staff. We operate in a call centre environment, communicating with customers via phone and email.

This position requires good verbal and written communication skills to answer customer queries in a clear and concise manner. You will need to effectively manage conflicting priorities and display a high level of organisational skills to ensure fortnightly deadlines are met and the overall customer experience is to the highest standard. You will also be a participative and positive team member in this dynamic work environment.

Please be aware that the ACT Government has transitioned to a FlexiSpace model, where our office locations support flexible working by making workspaces, equipment and collaboration tools available close to employees' homes, schools and other responsibilities. They are designed to reduce commute times, and assist with balancing professional duties, personal commitments and lifestyles. As such, you will not have a designated desk and can work from one of our many office locations.

WHAT YOU WILL DO

Under limited direction from the Salary Packaging Team Supervisor, you will:

- Respond effectively to customer enquiries from our diverse workforce, ensuring all verbal and written communication is professional, helpful, considered and accurate.
- Work within clear guidelines and established work practices to create and maintain accurate records and process employees' requests within limited timeframes.
- Display strong organisational skills including the ability to prioritise workloads.
- Work cooperatively with team members across the team, sharing knowledge and expertise, improve business outcomes and support positive change in the work environment.
- Actively work with teams and managers across Shared Services to enhance the customer's experience.
- Be able to interpret and advise on various guidelines, policy and practices regarding salary packaging, employment and Fringe Benefit Tax legislation.

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. Using your excellent verbal and written communication skills, deliver a high level of quality customer service to a diverse range of staff.
2. Good analytical and numerical skills with attention to detail and accuracy.
3. Excellent organisational skills with the ability to manage competing priorities to meet tight deadlines.
4. Sound knowledge of Microsoft Office applications.

Behavioural Capabilities

1. Demonstrated experience to work independently while processing high volumes of transactional work.
2. Work cooperatively and positively within a team environment and demonstrate collaborative assistance to support colleagues.
3. Proactive with a commitment to improve ways of working.
4. Ability to develop productive working relationships with internal and external stakeholders to achieve results.

Compliance Requirements / Qualifications

1. An ACT Government CMTEDD Baseline clearance or the ability to obtain clearance is required for this position.
2. This position does not require a pre-medical 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 Salary Packaging Officer (position number: 08129) 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	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
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)	Never
Peaks and troughs	Frequently
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	Never

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	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
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