



POSITION DESCRIPTION

Directorate: City and Environment Directorate **Position Title:** Customer Service Officer – Team Leader

Division: Access Canberra

Position Numbers: 15064, Several

Branch: Authorisation and Approvals

Classification: Administrative Services Officer Class 4

Business Unit: Building Services

Location: Mitchell

Last Reviewed: 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 great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to deliver our 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.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. 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; and
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.

THE TEAM YOU WILL BE WORKING IN

The Authorisations and Approvals branch has the following teams in Access Canberra:

- Building Services
- Business Licensing and Registration
- Registries

The Building Services team within the Authorisations and Approvals branch perform the administrative tasks associated with building approvals, plumbing and electrical certification, and building conveyancing processes. The team handle counter, phone, and general enquiries about a range of application, procedural and process matters.

DUTIES/RESPONSIBILITIES

Under limited direction, you will be required to:

- Support the supervisors in coordinating and directing the work of staff responsible for providing innovative, high quality customer services through the Access Canberra Building Services Shopfront in Mitchell.
- Undertake public counter and customer service activities including handling public money, balancing end of day monies and preparing revenue reports and monthly accounts.
- Perform any of the following duties as required:
 - Lodgement of building registrations and associated processes such as issuing Certificates of Occupancy or Use
 - Coordinate inspection bookings and associated process for the various construction

- occupations;
- Deal with construction occupation licensing matters; and
- Assist with supervision and training.
- Maintain files, records, plans and correspondence, including scanned and computer-based records, in accordance with the *Territory Records Act 2002*.
- Perform other duties within the Building Services Shopfront as required.

SELECTION CRITERIA

Suitability for these positions will be assessed based on your **skills, knowledge** and **behaviour** in relation to the duties listed above.

- 1. Skills** – the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role
- 2. 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
- 3. Behaviour** – how well you will fit into the team, Branch, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview

Other Requirements

Successful applicants must be prepared to:

- Wear a uniform if supplied;
- Work to a roster that may involve commencing work at 8.00am and/or finishing at 5.00pm; and
- This position does not require a Working with Vulnerable People Check.

Further information on working at CMTEDD can be found at:

<https://www.jobs.act.gov.au/work-with-us>

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Customer Service Officer – Team Leader, position number 15064, Several and indicates how frequently each of these requirements would be performed.

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	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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	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	Never

