



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Division: Revenue Management

Business Unit: Operations

Position Title: Operations Supervisor

Position Number: P11146

Classification: Administrative Services Officer 5

Location: Civic/Work from home

Last Reviewed: 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 demonstrate the related signature behaviours.

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.

<https://www.cmtedd.act.gov.au>

DIVISION OVERVIEW

Revenue Management Division (the ACT Revenue Office) is responsible for providing advice on revenue and taxation administration; the development of revenue and taxation legislation; compliance activities; debt management; administering the Territory's rates and land taxes including valuations, remissions and rebates (pensioners); and administering concessions and grants in the ACT. The Commissioner for ACT Revenue is a statutory position appointed, under the *Taxation Administration Act 1999*, by the Treasurer.

BUSINESS UNIT OVERVIEW

The Operations section is the frontline of almost all communication between the ACT Revenue Office and the ACT community. Operations administers the assessment and collection of ACT taxes (such as rates, land tax, levies), as well as conveyance duty concessions, charitable exemptions for revenue streams and a number of Community assistance and concession schemes. These include

the Energy Bill Relief Fund, Electricity, Gas and Water Rebate, the Taxi Subsidy Scheme, Spectacle and Low Vision Aid Scheme and the Funeral Assistance Scheme.

Operations also administers ACT Rental Bonds process, assisting tenants and landlords to manage the lodgement and refund of residential tenancy rental bonds.

DUTIES / RESPONSIBILITIES

Operations Officers respond to and action high volumes of enquiries, applications, forms and submissions. This involves being rostered on a call centre as well as data entry and processing work.

Operations Supervisors at the ASO5 level oversee a team, manage escalated and complex matters as well as maintaining accurate account information, issuing assessments, approving team tasks and providing quality customer service. They are responsible for the day to day management of a team and as a subject matter expert, respond to complex or escalated matters.

Operations is a dynamic and fast paced work environment characterised by rapid change, complexity and contestability. We are looking for cooperative, reliable and agile officers.

A strong focus on customer service when dealing with clients is required. Adherence to ACT Public Service organisational values, including the public service code of conduct, is essential.

Note: Occupants may be rotated to other positions at the same level within the Revenue Management Division, as required.

WHAT YOU WILL DO

Working under direction, and as the supervisor of a team, undertake a range of operational and administrative tasks.

- Manage your own as well as team priorities, workflows, tasks, refunds, approvals and reconciliations.
- Train and support staff and team.
- Quality assurance, review and approve tasks within delegations.
- Work accurately, manage conflicting tasks and meet deadlines with minimal supervision.
- Provide high level customer service, over the phone and in writing.
- Contribute to team targets, goals and outcomes.
- Assist the team in meeting statutory obligations under legislation.
- Contribute to Revenue Management Division operations and perform other duties as directed.
- Model a flexible and responsive approach to broader organisational changes.

This position involves direct supervision of staff.

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. Service delivery. Provide high quality and accurate information to stakeholders and anticipate client needs.
2. Communication. Strong interpersonal and communication skills, including liaison and negotiation skills.
3. Analytical skills. Demonstrated knowledge and understanding of legal and legislative frameworks and a developed ability to analyse and apply legal and legislative concepts and to make sound judgements and recommendations.

Behavioural Capabilities

1. Teamwork. Work collaboratively to improve team functionality and effectiveness and build networks with stakeholders.
2. Achieves results with integrity. Contribute to the delivery of results, provide guidance to others, behave ethically and with accountability, identify emerging issues and display initiative.
3. Leadership. Role model, exemplify and embrace the ACTPS Values and Signature Behaviours and consistently behave in an honest, ethical and professional way.
4. Thinking and innovation. Exercise sound judgement in routine situations, proactively identify issues and consider solutions and guide team members through change.

Compliance Requirements / Qualifications

1. Relevant Tertiary qualifications are desirable.
2. This position does not require a pre-employment medical.
3. This position does not require a Working with Vulnerable People Check.

Suitable applicants may be placed in a merit pool and offered similar roles at a later date.

Further information on working at CMTEDD can be found at:

http://www.jobs.act.gov.au/data/assets/pdf_file/0010/839467/Working-in-CMTEDD.pdf

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Compliance Officer & Operations Officer (P11146) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

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	Occasionally
Frequent overtime	Never
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/Occasionally
Working directly with the public	Occasionally

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+	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	Occasionally
Frequent travel – interstate	Occasionally

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

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