



POSITION DESCRIPTION

Directorate: City and Environment

Position Number: P03493, several

Division: Access Canberra

Classification: ASO3

Business Unit: Contact Centre

Location: various

Position Title: Customer Service Officer

Last Reviewed: February 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

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, with many of our staff speaking multiple languages. 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.

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.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

Contact Centre:

The Access Canberra Contact Centre provides a whole of government service to callers, across a broad range of information, payments, services and emergency support. The Contact Centre delivers quality customer service for various business functions on behalf of the ACT Government, including specialist teams for Road Transport, Municipal Services, as well as a referral service for callers. The Contact Centre also delivers emergency information to the community on behalf of the ESA and assists SES callers in times of need.

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.

POSITION OVERVIEW

The Customer Service Officer is a multi-channel service professional responsible for delivering high-quality support across various platforms. This role serves as a primary point of contact, requiring the ability to identify and resolve customer enquiries or complaints rapidly while educating the public with clear, accurate information. A core component of the position involves navigating computer systems and knowledge bases to facilitate transactional, regulatory and compliance services, in accordance with legislative policies and procedural guidelines.

WHAT YOU WILL DO

Duties:

- Provide high quality services for customers through a range of channels including electronic/digital, phone and/or face to face to deliver optimal service delivery outcomes and a positive customer experience.
- Identify and respond quickly to customer enquires or complaints. Engage with and educate customers, providing accurate and relevant information in a clear and timely manner.
- Navigate multiple computer systems and knowledge bases to facilitate transactional services, including the receipting of public monies, ensuring compliance with legislation, policies, procedures, and guidelines.
- Participate and work collaboratively in a team environment.
- Understand and implement workplace respect, equity, diversity, occupational health and safety, privacy and participative work practices and principles in the workplace.

WHAT YOU REQUIRE

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

Your suitability will be assessed in three key areas:

Skills – the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role.

- Demonstrated experience in providing customer focussed outcomes.
- Well-developed oral and written communication skills.
- Well-developed computer skills and the ability to learn and use a range of business systems.

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

- Ability to assess applications/process transactions in accordance with legislation, policy and procedures and be able to convey these requirements to customers.
- Ability to understand, interpret and apply work practices, procedures, guidelines and instructions.

Behaviour – how well you will fit into the team, Division, Access Canberra, and ACT Government based on the [ACT Government Signature Values and Behaviours](#)

- Ability to work productively independently or as part of a team and demonstrate resilience in a fast-paced, high-pressure environment.
- Ability to deal with difficult customers or complex enquiries and complaints with tact and discretion.
- Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism, and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices

Other requirements:

- These positions do not require a Working with Vulnerable People Check.
- These positions do not involve direct supervision of personnel.

Successful applicants must be prepared to if required:

- Work weekends in the Contact Centre
- Work to a 7-day scheduled roster that may involve commencing work at 7:50am and/or finishing at 6:00pm
- Work extended hours, during Emergency or SES events

Successful applicants employed in the Access Canberra Contact Centre or Service Centres will be employed as Scheduled workers and have their working hours scheduled in accordance with the Section 0.9 of the Administrative and Related Classifications Enterprise Agreement 2023-2026.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Administrative Service Officers Grade 3 (Various positions) 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 – Contact Centre	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods – Service Centre	Occasionally
Designated workstation – this position is in an activity-based work environment	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent 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)	Occasionally
Working in a call centre environment – Contact Centre	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+	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	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	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required - Service Centre	Frequently
Personal Protective Equipment (PPE) required	Occasionally