



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Position Number: 08119

Division: Office of Industrial Relations and Workforce Strategy

Classification: Administrative Service Officer Grade 4

Section: Payroll, Recruitment and Reporting Services

Location: Hybrid work and Winyu House Gungahlin

Position Title: Customer Service/Recruitment Officer

Last Reviewed: September 2026

Position Requirements: Hold a current CMTEDD issued Personnel Vetting Program certificate or ability to obtain and maintain a certificate/clearance is mandatory.

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 within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, directorate Ministers and 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.

DIVISION OVERVIEW

The Office of Industrial Relations and Workforce Strategy (OIRWS) was established to continuously improve ACT employment conditions and workforce productivity. It brings together the staff, systems and infrastructure responsible for ACT public sector workforce planning, health, safety, integrity and employment conditions, the ACT industrial relations policy and legislative arms and related service areas. It will:

- optimise ACT workplace relations regulatory frameworks by monitoring the performance of and reforming work health and safety, workers' compensation, public sector employment, workplace privacy and portable long service leave legislation;

- provide community and government property management and accommodation services and manage the Secure Local Jobs Code; and
- build the capacity, capability, and agility of the ACTPS by:
 - developing and leading innovative workforce transformation strategies, policies, and programs;
 - devising and delivering workers' compensation, health safety and wellbeing services and programs that improve workforce health and resilience;
 - developing progressive employment policy and promoting its consistent and compliant application;
 - ensuring exemplary professional standards and accountability via integrity practice and frameworks; and
 - providing efficient and effective support services to the ACT public sector including financial functions, payroll, and recruitment.

The work of the OIRWS will develop and maintain cooperative and constructive relationships with its stakeholders, focussing strongly on education, consultation and awareness raising. The intent is to build greater trust with, and between, all stakeholders and ensure that employee workplace experiences are consistent across the ACT public sector. The OIRWS has a broad remit across the people, service, policy, regulatory and property portfolio and is organised around four key pillars:

1. **ACTPS Future Workforce Strategy Group**, including the Workforce Strategy, Leadership and Capability Branch; Innovation, Change and Strategy and Transformation Office (STO) Branch; Cultural Transformation Branch; Finance and Process Improvement Branch; and Education, Engagement and Communication team.
2. **ACTPS Public Sector Employment Group**, including Industrial Relations; Shared Services Payroll, HR Services Branch and HR Service Desk Operations Branch; and the Workforce Governance and Recruitment Branch;
3. **Work Safety Group**, including Policy Branch and Strategy and Services Branch; and
4. **Property and Government Insourcing Group, including Property Branch; Government Insourcing Branch; and Secure Local Jobs Code Branch.**

BUSINESS UNIT OVERVIEW

Recruitment and Information Services is responsible for providing whole of government services including recruitment, assessment and referral of excess and potentially excess officers, management of the employee self-service system HR21, executive engagement and employment contract management, position, and organisation management and governance of human resources information.

POSITION OVERVIEW

Customer Service/Recruitment Officers provide transactional and operational support and advice to ACT Government directorates and agencies on recruitment matters and HR position management.

The position delivers services meeting key performance indicators (KPIs) and provide high quality customer service in a high-volume customer service environment.

WHAT YOU WILL DO

1. Communicate effectively with stakeholders at various levels, providing sound advice and guidance whilst building professional relationships and maintaining high standards of customer service whilst meeting KPIs.
2. Deliver efficient and effective recruitment services including;
 - reviewing and processing recruitment and HR position management requests in accordance with policy, procedures, and legislation.
 - preparing correspondence, notices, advice, and guidance to hiring managers and employees regarding recruitment selection outcomes and onboarding activities.
 - Use several IT systems and databases to manage data, information, and recruitment records.
3. Assist with the management and processing of HR information and data in relation to Employee Self Service (HR21) and third-party requests received.
4. Contribute to continuous improvement to improve service delivery and the customer service experience.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in a high-volume customer service setting.
2. Well-developed communication skills (oral and written), interpersonal, negotiation skills, including the ability to establish and maintain effective working relationships with team members, customers and stakeholders.
3. Experience with a variety of IT systems and databases.

Behavioural Capabilities

1. Well-developed organisational and time management skills to manage and prioritise multiple tasks, meet deadlines and work collaboratively as a team member.
2. Commitment to support and work within a client focused team, fostering positive and productive working environment with a strong commitment to continuous customer service improvement.
3. Understanding of Key Performance Indicators (KPIs) in a customer service environment.

4. Contribute to initiatives that aim to continually improve customer satisfaction and service delivery.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Customer Service/Recruitment Officer (position number 08246) 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	Occasionally
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)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally

Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Frequently

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	Occasionally
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