

Customer Service Manager - Remote (AO5) Townsville / Palm Island HSC, Frontline Services, Housing and Homelessness Services

Department of Housing and Public Works



Role type

Permanent flexible full-time
36:15 per week



Annual salary

\$104,722 – \$113,618

(Based on a full-time, annual arrangement which does not include employer superannuation contributions of up to 12.75% and annual leave loading)



Division

Housing and Homelessness Services



Working relationships

Reports to: Area Manager
Direct reports: 4



Job ad reference

QLD/690936/26



Closing date

Thursday, 18 June 2026



Location

Townsville / Palm Island flexible



Contact

Name: Krestyn Dyer
Ph:47 248 500

What you can expect in this role

Your role within **Housing and Homelessness Services** will support the department to deliver housing and homelessness services through Housing Service Centres. The work you will do helps someone every day, and that means the world to us.

Frontline Services, Housing and Homelessness Services provides a range of services, products and referrals to offer housing solutions for diverse customer groups.

You will manage functional teams delivering housing intake and assessment, tenancy management and property management.

Field work is a regular requirement of this role. Conditions in the field are changeable and can be volatile, requiring varying degrees of vigilance and management of risk.

What you will be doing:

- Take responsibility for managing teams within the Housing Service Centre, including work planning, team management, application of financial and human resources delegations, workflow management within functional teams to ensure appropriate and efficient service delivery, and monitoring, analysing and reporting on key performance indicators.
- Develop and maintain professional and productive relationships with stakeholders to facilitate improved customer outcomes and processes.
- Manage substantial maintenance and upgrade programs and budgets, undertaking debt reviews, reviewing appeal decisions and preparing Ministerial and high-level briefs and correspondence in response to complaints or complex issues.
- Lead and ensure you establish and maintain a workplace safety culture by ensuring that all policies and practices concerning Workplace Health and Safety are applied and a part of day to day operations.

What we are looking for

We are looking to find the person best suited for the role and will be considering your knowledge, skills, experience, potential for development and future contribution to the department as well as your personal qualities and how they contribute to our department's equity and diversity objectives which aim to build a workforce that reflects the Queensland community.

It is recognised that everyone is a leader regardless of classification level. Refer to the Team Leader stream of the Leadership competencies for Queensland framework to understand the expectations for this role.

The skills you will need include being able to:

- Actively work to understand customers and stakeholders, encouraging a strong customer-focus and understanding of customer perspectives.
- Promote and adopt a positive and balanced approach to managing conflicting demands. Assist team members to adapt to changing customer needs and expectations.
- Foster a collaborative and positive team environment through modelling open communication and developing staff for high performance.
- Apply business management skills in corporate governance such as financial and HR management.
- Model professional, ethical, and culturally sensitive behaviour and consistently apply those standards.

Mandatory Requirement

- Class C driver's licence

How to apply

Find out more about what we offer our employees and the recruitment and selection process, including pre-employment checks, in the Applicant Guide.

You can apply for this role by providing your current resume and a two-page cover letter outlining your skills and experience relevant to the role via the Smart jobs and careers website

www.smartjobs.qld.gov.au.

About us

As a valued employee in the Department of Housing and Public Works, you will play a vital role in delivering a range of services that make a real difference to the lives of Queenslanders. This includes supporting the Queensland Government's vision for a fair and sustainable housing system and supporting Queensland's construction sector in building government infrastructure projects in the lead-up to Brisbane 2032, and empowering young Queenslanders for a bright future.

Your role will support the department's work providing housing assistance, homelessness support services, elevating youth perspectives, boosting the night economy, managing critical procurement and supply arrangements, public works building and design, and industry regulatory reform.

You will join an organisation that is focussed on reframing the department's relationship with Aboriginal and Torres Strait Islander peoples, communities, and organisations through delivering real change and real outcomes through a genuine partnership approach, Closing the Gap and building our cultural capability.

We are committed to an organisational culture that promotes human rights where people feel safe, respected, valued and engaged. We encourage applicants from all gender identities, ethnicities, ages, languages, sexual orientations and people with disability to progress our diversity commitments that aim to ensure our workforce reflects the views, experiences and backgrounds of the people of Queensland.

Learn more about who we are, what we do and the opportunities we offer by visiting our website www.housing.qld.gov.au.



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Further information

- Applications will remain current for a period of up to 12 months after the closing date of the vacancy and may be considered for other identical or similar vacancies which may be available.
- We strongly encourage applicants from all life experiences and backgrounds to apply. Please let the contact person know of any adjustments that will support you during the recruitment process, such as interpreting services, physical requirements, and/or assistive technologies.

