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| Job Title: | Logistics & Customer Service Officer | Position No: | R88 |
| Department: | Regional Development | Service Area/Section: | Regional Network Services |
| Classification Level: | Administration Services Officer (AS04) | | |
| Reports to: | Regional Manager Darwin Daly Wagait | Direct Reports: | Nil |
| Location: | Darwin | Date Approved: | November 2025 |

POSITION OVERVIEW

Logistics and Customer Service Officer is responsible for providing operations, asset and administrative support in a timely manner in the delivery of NLC services to our constituents. As part of the regional development department, this role is critical in supporting our regional activities and meeting schedules by providing both on the ground support and asset management to the region and oversight of the Logistics and Customer Service Assistants if required

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Assist with the induction and training of new staff as required Logistic and Customer Service Assistants and on-site supervision of lower classification team members out in the field
- Undertake planning and coordination of logistics and service at a local level, event specific as required
- Provide on the ground logistic support and customer service assistance to the broader team, which will include but is not limited to:
 - Assist with event preparation as instructed including purchase of consumables and check existing supply levels to ensure events and activities have appropriate supplies
 - Delivery of meeting notifications and messages to constituents and other stakeholders
 - Providing safe transport services to our constituents and other stakeholders in order to ensure they can attend meetings, consultations and other forums that are relevant to our regional services
 - Assist with the venue set up and preparation ensuring equipment is available and set up and in safe working order
 - Undertake basic hospitality and catering duties to support activities, which may include the cooking and service of food.
 - Maintain the cleanliness and presentation of venue (site) throughout the event and proactively undertake the cleaning and associated packing up duties of the site / venue
 - Complete basic meeting administration such as meeting notification register, attendance list, managing simple venue queries, reporting incidents and ensure the regional meeting system is updated with key information and photographs in a timely manner.
- Maintain effective team communications to ensure seamless service delivery and promptly follow up on issues that may impact service delivery, escalating to senior colleagues as required.
- Ensure that all NLC vehicles, trailers and equipment are used safely and appropriately in accordance with manufacturers' instructions and NLC Policies
- Ensure logistics assets and equipment are cleaned, returned and stored both pre and post event
- Undertake thorough vehicle and equipment maintenance inspections before and after use, and assist with organising routine maintenance, equipment service and or replacement.
- Undertake and support follow up administration required at meetings and consultations? This may entail ensuring the completeness of relevant documents and the safe "E" storage of documents in the Regional Meeting System (RMS)



- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner and complying with NLC's WHS management system and associated policies and procedures.
- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- A current NT C Class driver's licence. Experience in driving 4WD vehicles is an added advantage
- Current Senior First Aid Certificate
- Minimum of one (1) year experience working in a similar role with demonstrated exposure to working in remote locations and challenging environment
- Experience in the provision of on the job coaching / training in a workplace
- Planning and coordinating a small team to deliver Projects / Meetings
- Sound cross-cultural communication skills and understanding of the relevant regional cultural norms
- Ability to develop and maintain effective working relationships with Aboriginal and/or Torres Strait Islander people, communities and organisations to ensure all work undertaken is culturally safe and appropriate.
- Sound ICT literacy and business administration skills
- Ability to implement and abide by set processes and procedures with a demonstrated ability to maintain confidentiality with sensitive information
- A level of health and fitness that supports working in a harsh climate and conditions, long distance travel and camping and working up to 12 hours a day

Date Approved: November 2024