



Job Title:	Logistics & Customer Service Assistant	Position No:	R55
Department:	Regional Development	Service Area:	Regional Network Services
Classification Level:	Administration Service Officer (ASO3)		
Reports to:	Regional Manager DDW	Direct Reports:	Nil
Special Measures	<i>Priority consideration for Aboriginal and/ or Torres Strait Islander applicant</i>		
Location:	Darwin	Date Approved:	September 2024

POSITION OVERVIEW

The Logistics and Customer Service Assistant is responsible for undertaking an array of duties under general direction in the delivery of NLC services to our constituents. As part of the regional development Darwin Daly Wagait team, this role is critical in supporting our regional activities and meeting schedules by providing on the ground support including transport of constituents / stakeholders, effective communication and customer service and hospitality services as needed in a timely and professional manner.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- 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 attendance list, managing simple venue queries, reporting incident and ensure the regional meeting system is updated with key information in a timely manner. (meeting notification register)
- Maintain effective team communications to ensure seamless service delivery and promptly report to senior lead/supervisor on issues that may impact on service delivery.
- Ensure that all NLC vehicles, trailers and equipment are used safely and appropriately in accordance with manufacturers' instructions
- Assist with the cleaning, return and storing of logistics assets and equipment pre and post event.
- Follow all NLC policies and procedures to make sure work is carried out to the right standards.
- Take on other reasonable tasks within your role, classification, service area, and skills when needed.
- Follow the NLC Code of Conduct, working in a professional, respectful, and collaborative way with your team and the wider organisation.
- Take part in performance reviews and any learning and development needed for your role.
- Look after your own health and safety and make sure your work does not put others at risk.
- Report any hazards or incidents to your supervisor straight away and complete any required reports on time.
- 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.

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Demonstrated understanding of and interest in, the lived experiences of Aboriginal people in the NLC region.
- Demonstrated ability to safely transport people to and from meetings.
- An ability to assist and/or undertake manual handling tasks including large event management, camping set ups, cooking and purchasing equipment/consumables.
- Hold a valid unrestricted manual driver's licence.
- Experience driving a 4x4 vehicle safely.
- Ability to travel and work in remote areas.
- Hold a current Senior First Aid Certificate or be willing to obtain.

DESIRABLE REQUIREMENTS

- Hold or be prepared to obtain a current NT LR License (Coaster Bus with up to 21 passengers).