



Position Title:	Logistics & Customer Service Officer	Position No:	R31
Group:	Regional Development	Service Area	Regional Network Services
Classification Level:	Administration Officer 5 (ASO5)		
Reports to:	Logistics & Customer Service Coordinator	Direct Reports:	Nil
Special Measures:	<i>Yes - Priority Consideration Aboriginal and/or Torres Strait Islander Positions</i>		
Location:	Nhulunbuy	Date Approved:	February 2026

POSITION OVERVIEW

This position is responsible for assisting the Logistics and Customer Service team with the coordination of community consultations and other meeting logistics within the relevant NLC Region.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Under the direction of the Logistics & Customer Service Coordinator, assist with the coordination and delivery of a high standard of logistical support to ensure the effective and efficient planning of meeting activities within the region.
- Undertake detailed planning of meetings, including the scheduling of meetings, completing logistical plans for a meeting event, venue hire, meeting notifications, staff and Traditional Owner travel arrangements, accommodation, catering, vehicles and equipment.
- Ensure that all relevant information is captured in the Regional Meeting System and filed appropriately.
- Supervise subordinate logistics staff in the field ensuring that each staff know their role, in respect of venue preparation, the safe delivery of a meeting event.
- Assist with the management of NLC Assets used for logistical purposes such as property, workshop, vehicles and equipment.
- Develop and maintain effective and professional working relationships with Internal and external stakeholders.
- Prepare clear, concise and informative documentation such as internal briefs and reports on matters relevant to the responsibilities of the NLC within the region.
- Provide accurate and timely advice to the Logistics Coordinator and Senior Project Officer on issues affecting the region and the successful delivery of scheduled meeting.
- 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.

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Certificate IV in Supply Chain Operations or equivalent qualification or minimum of two (2) years' experience in a similar role.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.
- Experience in successfully implementing project/program activities, with an ability to strategically harness resources to effectively plan, coordinate and manage logistical activities.
- Good organisational, time management and problem-solving skills with the ability to quickly identify, work through and resolve logistical issues or problems to ensure meetings and projects are delivered successfully on time and within budget.
- Ability to multi-task and effectively work in a multi-disciplinary team in a diverse and complex work environment with proven experience in balancing competing priorities, and delegating tasks to deliver a positive outcome.
- Demonstrated proficiency to communicate effectively in writing, utilise computer applications/databases, and the ability to produce clear, concise and informative documents for a range of purposes to suit the intended audience.
- Demonstrated experience in budget management processes and procedures, and appropriate confidentiality, ensuring protection of sensitive information.
- Experience and knowledge of working within a field-based operation, including awareness of Work Health Safety responsibilities and HR obligations.
- Current C Class Drivers Licence and the ability and willingness to undertake remote travel in a manual 4WD vehicle or light aircraft.

DESIRABLE REQUIREMENTS

- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Knowledge and understanding of the relevant legislation affecting Aboriginal land and sea management including the Aboriginal Land Rights (Northern Territory) Act 1976 (Cth.) and the Native Title Act 1993 (Cth.)
- Possession of a current Medium Rigid (MR) or Heavy Rigid (HR) Drivers Licence.