



Position Title:	Logistics & Customer Service Assistant	Position No:	R34
Group:	Regional Development	Service Area/Section:	Regional Office Network - East Arnhem
Classification Level:	Administration Service Officer 3 (ASO3)		
Reports to:	Regional Manager East Arnhem	Direct Reports:	Nil
Special Measures:	<i>Not Applicable</i>		
Location:	Galiwinku	Date Approved:	March 2026

POSITION OVERVIEW

Logistics and Customer Service Assistants are 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 department, 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



- 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.

POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- A current C Class Drivers Licence and the ability to safely drive 4WD vehicles
- 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.
- Demonstrated ability to work effectively as part of a small team, follow directions, establish work priorities and meet deadlines.
- Basic ICT literacy and administration skills
- Ability to implement and abide by set processes and procedures with a demonstrated ability to maintain confidentiality with sensitive information.

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