



<b>Job Title:</b>	<b>Logistics &amp; Customer Service Officer</b>	<b>Position No:</b>	<b>R100</b>
<b>Group:</b>	Regional Development	<b>Service Area:</b>	Regional Development
<b>Classification Level:</b>	ASO5		
<b>Reports to:</b>	Logistics & Customer Service Coordinator	<b>Direct Reports:</b>	Nil
<b>Location:</b>	Borroloola	<b>Date Approved:</b>	December 2023

## 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.
- Lead by example and maintain team education and compliance with NLC's WHS Management System and associated policies and procedures, such as but not limited to incident and hazard reporting
- 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.
- 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

- 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.
- A current forklift driver's licence and experience in safe movement of equipment and stores within a warehouse environment.

### 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.