

Position Description

POSITION	Logistics and Administration Officer
REMUNERATION	Negotiated on relevant skills/experience
LOCATION	Mount Isa
HOURS	Full time - 38 Hours
SUPERVISOR	Regional Branch Manager

Purpose

The Logistics and Administration Officer is responsible for managing and coordinating the logistics operations, including order processing, packing, and delivery, for Alliance Safety Equipment in Mount Isa. This role ensures the efficient and accurate flow of goods and services while maintaining a high standard of customer service. The officer is also tasked with providing administrative support to ensure seamless warehouse operations and assisting customers with enquiries to uphold the company's commitment to exceptional service.

Key Outcomes

- Manage both inward and outward stock movements whilst maintaining the accuracy and integrity of company inventory
- Provide administrative and customer service support and relief as required
- Contribute to the maintenance of effective administration systems
- Ensure effective utilisation of resources for service delivery
- Ensure positive customer outcomes and satisfaction
- Contribute to an effective team

Key Relationships

WITHIN THE COMPANY	EXTERNAL TO THE COMPANY
General Manager	Customers
Regional Branch Manager	Suppliers & Manufacturers
Office Coordinator	Company Partners
All staff	

Key Accountabilities

Stock and warehouse management	<ul style="list-style-type: none"> • Pick, pack and process customer orders, supplier returns and other shipments • Dispatch and receipt inventory and other goods • Manage stock returns, complete investigations on damaged stock and/or incorrect shipments • Maintain the warehouse as a neat, tidy and safe environment
Deliver optimal customer services	<ul style="list-style-type: none"> • Deliver orders and goods to offsite locations • Provide day to day service delivery across a range of administrative customer service functions including phone, email and showroom enquiries • Work collaboratively with the Administration Coordinator to manage min/max stock levels
Maintain effective administrative systems	<ul style="list-style-type: none"> • Complete data entry into company systems to maintain accurate records • Manage and prioritise tasks to meet competing demands • Identify process and practice improvement opportunities • Undertake any reporting requirements, as requested, in a timely and professional manner • Contribute to the development of policies and procedures for warehouse management
Strengthen linkages	<ul style="list-style-type: none"> • Contribute to positive relationships with suppliers to address customer outcomes • Ensure effective communication is maintained with customers • Promote Alliance Safety Equipment as a responsible and ethical service provider
Contribute to an effective team	<ul style="list-style-type: none"> • Make a positive contribution to a sustainable, productive and supportive team environment, working co-operatively with all staff • Participate, contribute and organise company initiatives and events • Contribute actively to the continuous improvement of the company's services, systems and resources • Participate in identification of training and development needs • Participate in annual performance appraisal process • Adhere to health and safety obligations • Work cohesively with other team members, referring work to colleagues as appropriate • Maintain professional standards of the highest level at all times and contribute to enhancing the quality of service and products provided by the wider Alliance Safety Equipment team Conduct duties with a high level of professionalism and ethical behaviour

Delegated Responsibilities & Authorities

Financial and other delegations assigned by the Director will be exercised appropriately and within defined parameters.

Skills, Knowledge, Experience, Qualifications and/or Training

- High attention to detail
- General administration skills including computer skills and proficiency in Microsoft Office
- Excellent communication and interpersonal skills
- Experience working in a customer service environment
- Experience or willingness to learn relevant policies, procedures and legislation
- Demonstrated capacity to work effectively within a team based structure
- Ability to self-manage and work with minimal supervision
- Ability to adapt readily and rapidly to change

Mandatory requirements

- Commitment to the values, objectives and long term goals of Alliance Safety Equipment
- A reasonable level of fitness is required for this role as it involves some manual lifting
- Must hold a current manual Driver's license
- Must hold or have the ability to obtain a Forklift license
- Right to Work in Australia