

Logistics Assistant Job Description

A comprehensive job description template
for Australian warehousing and logistics businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and logistics industry practices at the time of publication. You should review and tailor this template to suit your business, warehouse type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Logistics Assistant / Warehouse Administrator / Logistics Coordinator

1.2 Position Summary

The Logistics Assistant provides administrative and operational support to logistics and warehouse operations. This role involves coordinating shipments, managing documentation, processing orders and maintaining accurate records within warehouse management systems. The position requires strong organisational skills, attention to detail and ability to multitask in a fast-paced environment.

The Logistics Assistant acts as a key liaison between warehouse operations, transport providers, customers and suppliers. They ensure smooth flow of information, accurate data entry and timely processing of logistics activities to support efficient supply chain operations.

1.3 Reporting Structure

This position reports to:

- Logistics Manager / Warehouse Manager
- Operations Manager
- Supply Chain Coordinator

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered hours)
- Casual (variable hours based on business needs)

2. Key Responsibilities

2.1 Administrative Support

- Process customer orders and shipping requests in computer systems
- Prepare shipping documentation including invoices, packing slips and consignment notes
- Maintain accurate records of shipments, deliveries and stock movements
- File and organise logistics documentation and records
- Generate reports on logistics activities, performance and KPIs
- Respond to emails and phone inquiries from customers and suppliers
- Assist with preparation of quotes and pricing for freight services
- Support management with administrative tasks and projects

2.2 Shipment Coordination

- Book shipments with freight carriers and transport providers
- Arrange collection and delivery schedules
- Track shipments and provide status updates to customers
- Coordinate urgent or priority deliveries
- Liaise with carriers regarding delivery issues, delays or exceptions
- Organise import and export documentation where applicable
- Follow up on outstanding deliveries and proof of delivery documentation

2.3 Documentation and Compliance

- Ensure all shipping documentation is complete and accurate
- Verify consignment details against orders and manifests
- Maintain compliance with transport and logistics regulations
- Prepare dangerous goods declarations if handling hazardous materials
- Archive documentation according to record-keeping requirements
- Ensure accuracy of customs and border documentation for international shipments
- Maintain confidentiality of customer and business information

2.4 Stock Management Support

- Monitor stock levels and advise when reordering is required
- Process stock transfers between warehouse locations
- Update inventory systems with receipts, dispatches and adjustments
- Assist with stocktake preparation and reconciliation
- Investigate stock discrepancies and document findings
- Maintain accuracy of product information in warehouse systems
- Generate stock reports for management review

2.5 Dispatch Support

- Coordinate daily dispatch schedules with warehouse team
- Prioritise orders based on delivery requirements and deadlines
- Print pick lists, packing slips and shipping labels
- Verify orders are complete and ready for dispatch
- Arrange manifesting and lodgement with carriers
- Record dispatch times and update order status in systems
- Communicate dispatch information to customers

2.6 Customer and Supplier Liaison

- Respond to customer inquiries regarding orders and deliveries
- Provide tracking information and delivery updates
- Resolve customer complaints and queries professionally
- Coordinate with suppliers regarding inbound deliveries
- Communicate delays, issues or changes to affected parties
- Build positive relationships with carriers and service providers
- Escalate complex issues to management when necessary

3. Required Skills and Attributes

3.1 Essential Skills

Computer Skills

Proficiency in Microsoft Office suite (Excel, Word, Outlook). Ability to learn and use warehouse management systems, transport management systems and online freight platforms. Competent typing and data entry skills with high accuracy. Comfortable navigating multiple computer systems simultaneously.

Attention to Detail

High level of accuracy in data entry and documentation. Thoroughness in checking shipping details, addresses and order information. Ability to identify errors and discrepancies. Careful verification of paperwork and compliance requirements.

Communication Skills

Clear written and verbal communication in English. Professional phone manner and email etiquette. Ability to explain information clearly to diverse stakeholders. Effective liaison skills with internal teams, customers and external parties.

Organisation and Time Management

Excellent organisational skills to manage multiple priorities. Ability to meet deadlines in fast-paced environment. Effective task prioritisation based on urgency. Systematic approach to record-keeping and documentation.

3.2 Personal Attributes

- Professional and customer-focused approach
- Reliable and punctual with consistent attendance
- Adaptable and flexible to changing demands
- Calm under pressure during busy periods
- Proactive problem-solver who takes initiative
- Team player who supports colleagues
- Strong numeracy skills for checking quantities and calculations
- Willingness to learn about logistics operations
- Positive attitude and professional demeanour

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Proficiency in English language (written and verbal)
- Computer literacy with Microsoft Office applications
- Strong attention to detail and accuracy
- Ability to work business hours (typically Monday to Friday)

4.2 Desirable Qualifications

- Certificate III or IV in Logistics, Supply Chain or Business Administration
- Previous experience in logistics, warehousing or administration
- Experience with warehouse management systems (WMS)
- Knowledge of freight and transport operations
- Experience with dangerous goods documentation (if applicable)
- Understanding of customs and import/export procedures

4.3 Experience

Previous experience in logistics administration, warehouse coordination or related office roles is highly valued. Entry-level candidates with strong administrative skills and willingness to learn about logistics operations will be considered. Experience in customer service, data entry or office administration provides a good foundation for this role.

5. Working Conditions

5.1 Hours of Work

- Typically business hours (Monday to Friday, 8:00am to 5:00pm or similar)
- May occasionally require flexibility for early starts or extended hours
- Standard 38-hour work week for full-time positions
- Some overtime may be required during peak periods
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Primarily desk-based work with computer use for majority of shift
- Occasional movement around warehouse and office areas
- Sitting for extended periods at workstation
- Repetitive keyboard and mouse use
- Minimal manual handling requirements

- Good vision for detailed computer work and document review

5.3 Work Environment

- Office environment within warehouse or distribution centre
- May hear warehouse noise and activities in background
- Climate-controlled office space
- Shared workspace with other administrative staff
- Regular interaction with warehouse team and operational staff
- Fast-paced environment with multiple priorities

5.4 Equipment and Tools

- Computer workstation with dual monitors
- Telephone and email communication systems
- Printer, scanner and office equipment
- Warehouse management system and logistics software
- Transport management and freight booking platforms
- Standard office supplies and filing systems

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Storage Services and Wholesale Award 2020 (MA000084). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in warehousing, storage and distribution businesses. Some businesses may be covered by the Clerks Award depending on the nature of duties and business structure.

6.2 Classification Level

Logistics Assistants are generally classified at Level 3 or Level 4 under the award:

- Level 3: Logistics assistants performing administrative duties with some supervision
- Level 4: Experienced assistants working independently with advanced system skills
- Level 5: Senior assistants with supervisory responsibilities or complex coordination duties

The specific classification level will be determined based on the duties performed, system complexity and the experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees working outside standard business hours are entitled to penalty rates:

- Saturday: Premium rates apply
- Sunday: Higher premium rates apply

- Public holidays: Premium rate applies
- Overtime: Applicable rates for hours beyond standard working hours

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Storage Services and Wholesale Award for current rates and conditions.

7. Expected Behaviours

7.1 Accuracy and Quality

- Maintain high accuracy in all data entry and documentation
- Double-check shipping details, addresses and order information
- Verify information before sending to customers or carriers
- Report errors or discrepancies immediately
- Take responsibility for quality of work output
- Follow procedures and processes consistently

7.2 Communication Excellence

- Respond to emails and phone calls promptly and professionally
- Keep customers informed of order status and delivery updates
- Communicate clearly with warehouse team regarding priorities
- Escalate issues and concerns to management appropriately
- Maintain professional relationships with carriers and suppliers
- Document conversations and decisions accurately

7.3 Organisation and Efficiency

- Prioritise tasks based on urgency and business needs
- Manage multiple responsibilities simultaneously
- Meet deadlines for shipment processing and documentation
- Maintain organised filing and record-keeping systems
- Use systems efficiently to maximise productivity
- Identify opportunities for process improvements

7.4 Professionalism and Teamwork

- Arrive on time and ready to work for rostered shifts
- Notify supervisor of absence or lateness as early as possible
- Support warehouse operations and assist colleagues when needed
- Accept feedback constructively and implement improvements
- Maintain confidentiality of sensitive business information
- Contribute positively to team culture and morale

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting relevant experience
- Cover letter outlining suitability for the role
- Copies of relevant qualifications or certificates
- Contact details for two professional referees
- Examples of computer skills or system experience

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone screening interview
- Face-to-face interview with logistics management
- Computer skills assessment (Excel, typing, data entry)
- Reference checks with previous employers
- Workplace tour and meet the team

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____