

Logistics Support Officer Job Description

A comprehensive job description template
for Australian logistics and supply chain 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, operation 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 Support Officer / Logistics Administrator / Supply Chain Coordinator

1.2 Position Summary

The Logistics Support Officer provides administrative and coordination support to logistics operations. This role involves processing orders, maintaining records, analyzing logistics data, supporting compliance activities, coordinating with vendors and providing customer service. The position acts as a vital link between operational teams, customers and management.

The position requires strong computer literacy, analytical thinking, excellent communication skills and the ability to support multiple aspects of logistics operations efficiently.

1.3 Reporting Structure

This position reports to:

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

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered hours)

2. Key Responsibilities

2.1 Process Coordination and Administration

- Process purchase orders, delivery orders and shipping documentation
- Coordinate logistics activities between departments
- Maintain logistics files, records and databases
- Prepare and distribute shipping schedules and manifests
- Track shipment status and update relevant parties
- Manage documentation for import/export activities
- Follow up on outstanding orders and deliveries

2.2 Data Analysis and Reporting

- Generate regular logistics reports and performance metrics
- Analyze delivery performance and on-time metrics

- Track freight costs and identify cost-saving opportunities
- Monitor inventory levels and movement patterns
- Prepare data for management review and decision-making
- Maintain KPI dashboards and performance tracking systems
- Investigate discrepancies and variances in data

2.3 Reporting and Documentation

- Prepare daily, weekly and monthly operational reports
- Maintain accurate records for auditing purposes
- Document logistics processes and procedures
- Create and update standard operating procedures (SOPs)
- Compile data for compliance reporting
- Archive and organize logistics documentation

2.4 Compliance Support

- Support compliance with transport regulations and standards
- Maintain records for chain of responsibility requirements
- Assist with dangerous goods documentation and compliance
- Support workplace health and safety documentation
- Coordinate driver fatigue management records
- Assist with regulatory audits and inspections
- Ensure proper filing of compliance certificates and licences

2.5 Vendor and Supplier Management

- Coordinate with freight carriers and transport providers
- Obtain freight quotes and compare service offerings
- Process carrier invoices and track freight charges
- Maintain vendor contact databases and agreements
- Monitor carrier performance and service levels
- Resolve billing discrepancies with vendors
- Support vendor onboarding and compliance checks

2.6 Customer Service and Communication

- Respond to customer inquiries about shipments and deliveries
- Provide tracking information and delivery updates
- Handle customer complaints and service issues
- Coordinate special delivery requests and requirements
- Communicate delivery delays or issues proactively

- Liaise between customers, drivers and warehouse teams
- Maintain positive customer relationships

2.7 System Management and Improvement

- Maintain logistics management systems and databases
- Enter and update data in transport management systems
- Identify system issues and recommend improvements
- Support implementation of new logistics systems or processes
- Train staff on administrative systems and procedures
- Participate in continuous improvement initiatives

3. Required Skills and Attributes

3.1 Essential Skills

Computer Literacy

Advanced skills in Microsoft Office, particularly Excel for data analysis. Experience with logistics or warehouse management systems. Ability to learn new software systems quickly. Proficiency in email and database management.

Analytical Thinking

Ability to analyze logistics data and identify trends. Problem-solving skills for operational issues. Capacity to interpret reports and metrics. Attention to detail in data verification.

Communication

Excellent written and verbal communication skills. Clear and professional correspondence. Ability to communicate with diverse stakeholders. Strong telephone manner.

Organisation

Strong organizational and time management skills. Ability to prioritize multiple tasks. Systematic approach to record keeping. Capacity to work with minimal supervision.

3.2 Personal Attributes

- Detail-oriented with high accuracy standards
- Proactive and takes initiative
- Professional and reliable
- Team player with collaborative approach
- Adaptable to changing priorities
- Customer service orientation
- Calm under pressure
- Continuous improvement mindset
- Strong work ethic and positive attitude

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Strong computer literacy, particularly Microsoft Excel
- Excellent English communication skills (written and verbal)
- Proven administrative or coordination experience

4.2 Desirable Qualifications

- Previous experience in logistics, supply chain or warehouse administration
- Experience with transport management systems (TMS) or warehouse management systems (WMS)
- Diploma or Certificate IV in Logistics, Business Administration or related field
- Understanding of Australian transport regulations and compliance
- Experience with data analysis and reporting tools
- Knowledge of import/export procedures
- Customer service experience

4.3 Experience

Previous experience in logistics administration, supply chain coordination or similar administrative roles is highly desirable. The ideal candidate will demonstrate strong computer skills, attention to detail, analytical capabilities and excellent communication abilities.

5. Working Conditions

5.1 Hours of Work

- Standard business hours, typically 8:00am-5:00pm or similar
- Monday to Friday schedule
- Occasional early starts or late finishes during peak periods
- Minimal weekend work (occasional only)
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Primarily office-based role with desk work
- Extended periods using computers
- Regular use of telephone and communication systems
- Occasional walking to warehouse or operations areas
- Minimal physical lifting required

5.3 Work Environment

- Office environment within warehouse or logistics facility
- Professional office setting with administrative team
- Interaction with operations staff, drivers and customers
- Use of multiple computer systems and software
- Occasional exposure to warehouse or loading areas
- Fast-paced environment with multiple priorities

5.4 Dress Code

- Business casual or office professional attire
- Professional presentation expected
- Closed-toe shoes for office safety
- Safety footwear if visiting warehouse areas

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Storage Services and Wholesale Award 2020 (MA000084). This award sets minimum pay rates, penalty rates, allowances and conditions for employees in logistics, storage and wholesale operations.

6.2 Classification Level

Logistics Support Officers are generally classified under the award as:

- Level 3: Support officer with administrative and coordination duties
- Level 4: Senior support officer with analytical responsibilities
- Level 5: Lead coordinator with specialist expertise

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Premium rates if required to work
- Sunday: Premium rates apply if working
- Public holidays: Premium penalty rates apply
- Overtime: Penalty rates for work beyond ordinary hours

Refer to the Storage Services and Wholesale Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all colleagues, customers and vendors with respect and courtesy
- Maintain confidentiality regarding business and customer information
- Follow all company policies and procedures
- Represent the company professionally at all times
- Arrive on time and ready to commence duties
- Notify management of absence or lateness as soon as possible

7.2 Work Standards

- Maintain high accuracy in all data entry and documentation
- Respond promptly to inquiries and requests
- Complete tasks within agreed timeframes
- Maintain organized filing and record systems
- Produce clear and professional reports and correspondence
- Follow proper procedures for all administrative tasks

7.3 Problem Solving

- Identify issues and bring them to attention proactively
- Suggest improvements to processes and procedures
- Resolve problems within scope of authority
- Escalate complex issues appropriately
- Learn from mistakes and implement improvements

7.4 Teamwork Expectations

- Work cooperatively with all departments
- Communicate effectively across teams
- Support colleagues during busy periods
- Share information and knowledge
- Accept feedback constructively and apply improvements
- Maintain positive working relationships

8. Application Process

8.1 How to Apply

Interested candidates should submit:

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

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and workplace tour
- Computer skills assessment (particularly Excel)
- Written communication assessment
- Reference checks

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: ____ / ____ / ____