

Position Description

POSITION	Administration & Logistics Coordinator North West Qld
REMUNERATION	Negotiated
LOCATION	Townsville
HOURS	Full time – 38 Hours
SUPERVISOR	Business Development Manager

Purpose

The Administration & Logistics Coordinator is responsible for delivering efficient administration, customer service, inventory management and logistics support functions for Alliance Safety Equipment.

This role coordinates day-to-day administrative, warehouse and customer service activities to ensure the efficient processing of sales, purchases, stock movements and deliveries. The position acts as a key point of contact for customers, suppliers and internal stakeholders, ensuring positive customer outcomes and the smooth operation of branch activities. This role also provides relief support for respiratory fit testing services as required to support operation requirements and customer service delivery.

Working closely with the Business Development Manager and wider team, the Administration & Logistics Coordinator contributes to operational efficiency, inventory accuracy, customer satisfaction and the ongoing success of Alliance Safety Equipment.

Key Outcomes

- Deliver high-quality customer service across reception, telephone, email and showroom enquiries
- Ensure timely processing of customer orders, supplier purchases and freight movements
- Support sales and service activities through accurate administration and customer support
- Coordinate inventory, freight and warehouse activities to ensure efficient stock management and order fulfilment
- Maintain accurate inventory records and contribute to stock integrity across the branch
- Maintain effective administration systems and business records
- Develop and maintain positive relationships with customers, suppliers and manufacturers
- Contribute to operational efficiency and continuous improvement initiatives
- Contribute to a positive, productive and customer-focused team culture
- Ensure compliance with company policies, procedures and safety requirements

Key Relationships

WITHIN THE COMPANY	EXTERNAL TO THE COMPANY
Business Development Manager	Suppliers & Manufacturers
Branch Staff	Customers
All team members	Company Partners

Key Accountabilities

Customer Service & Administration	- Respond to customer enquiries via telephone, email, showroom and other communication channels. - Provide professional customer service and support across a range of administrative functions. - Review, process and action customer orders, enquiries and requests. - Maintain a welcoming, professional and organised showroom environment. - Complete data entry and maintain accurate customer, inventory and transaction records. - Prepare reports and administrative documentation as required. - Manage competing priorities while maintaining service standards and accuracy.
Inventory & Warehouse Coordination	- Receive, dispatch and process stock movements accurately and efficiently. - Pick, pack and prepare customer orders, supplier returns and other shipments. - Maintain inventory accuracy through receipting, stock control and regular stock management activities. - Investigate stock discrepancies, damaged goods and incorrect deliveries. - Assist in maintaining appropriate stock levels and inventory availability. - Ensure the warehouse is maintained in a safe, organised and efficient manner.
Freight & Logistics	- Coordinate freight bookings, deliveries and collections. - Reconcile incoming stock and deliveries against purchase orders and shipping documentation. - Deliver goods to customer sites where required. - Monitor freight performance and resolve delivery issues promptly. - Ensure customer orders are fulfilled accurately and within required timeframes.
Respiratory Fit Testing Support	- Provide relief respiratory fit testing services as required - Conduct respiratory fit testing in accordance with company procedures, manufacturer requirements and relevant Australian Standards. - Prepare fit testing equipment, documentation and customer records. - Assist customers with fit testing bookings, enquiries and service coordination. - Ensure fit testing records are accurately completed and maintained.

	Promote a professional and positive customer experience during fit testing activities.
Supplier & Customer Relationship	- Develop and maintain positive relationships with customers, suppliers and manufacturers. - Liaise with suppliers regarding orders, deliveries, stock availability and customer requirements. - Ensure effective communication is maintained with customers throughout the sales and delivery process. - Promote Alliance Safety Equipment as a professional, ethical and customer-focused organisation.
Continuous Improvement & Team Contribution	- Contribute to a positive, supportive and collaborative team environment. - Participate in company initiatives, training and development activities. - Identify opportunities to improve systems, processes and service delivery. - Assist with the development and implementation of administrative and warehouse procedures. - Participate in performance review and continuous improvement processes. - Maintain professional standards and ethical conduct at all times.
Compliance & Safety	- Promote and maintain a safe workplace in accordance with company and legislative requirements. - Comply with workplace health and safety policies and procedures. - Ensure safe manual handling, warehouse and forklift practices are maintained. - Maintain confidentiality and professionalism in all business dealings.

Delegated Responsibilities & Authorities

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

Experience

- Previous experience in administration, customer service, logistics, warehouse operations or inventory management.
- Experience working within a customer-focused business environment.
- Experience coordinating multiple priorities and meeting deadlines.
- Experience using ERP, inventory or business management systems (such as Jim2 or similar) is desirable.
- Experience within industrial, safety, mining, construction, manufacturing or related industries is advantageous.

Skills

- Excellent communication and interpersonal skills with the ability to engage professionally with customers, suppliers and team members.
- Strong customer service focus with a commitment to delivering positive customer outcomes.
- Effective problem-solving and decision-making skills.

- Strong organisational and time management skills with the ability to manage competing priorities.
- Ability to work both independently and collaboratively within a team environment.
- High attention to detail and administrative accuracy.
- Intermediate computer skills including Microsoft Office Suite and business management systems.

Knowledge

- Understanding of customer service and administration principles.
- Knowledge of inventory control, stock management and warehouse processes.
- Understanding of freight, logistics and supply chain activities.
- Knowledge of workplace health and safety requirements.
- Knowledge of industrial safety equipment and PPE products is desirable.

Personal Attributes

- Professional, reliable and customer-focused.
- Strong work ethic and accountability.
- Positive attitude and willingness to assist others.
- Adaptable and proactive approach to work.
- Commitment to teamwork, continuous improvement and company values.
- High level of integrity and professionalism.

Mandatory requirements

- Must hold a current Drivers Licence
- Must hold, or have the ability to obtain, a Forklift Licence.
- Ability to undertake manual handling and lifting activities as required.