



Logistics and Customer Service Coordinator

Position Description

Position Overview

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| Position Title | Logistics and Customer Service Coordinator | | |
| Position Number | 1265 | | |
| Position Type | Ongoing | | |
| Classification | Level 4 | | |
| Structure | Operations Business Group | Coastal Region | Harvest & Supply |
| Location | Toolara ¹ | | |
| Reports to | Harvest & Supply Manager | | |
| Direct Reports | Nil | | |
| Version | 3.0 as at 30 March 2026 ² | | |

Position Purpose

The purpose of this position is to:

1. Ensure a safe and healthy workplace;
2. Provide operational leadership in the delivery of HQPlantations business outcomes;
3. Coordinate logistics associated with harvesting and haulage programs for Coastal Region;
4. Ensure all stewardship outcomes in the delivery of work programs are met; and
5. Foster a high performing, safe, and inclusive work environment by being a proactive member of your operational, Regional, and company teams.

Corporate Responsibilities

You are responsible for ensuring your behaviour and performance are aligned to:

- Our commitment to achieving a *proactive and integrated Culture of Safety*;
- Our *Values* of:
 - Integrity Always – Do what's right and address issues;
 - Respect and Protect – Care for each other and the land;
 - Lead Change – Innovate to find a better way;
 - Succeed Together – Collaborate to achieve more; and
 - Own outcomes – Committed, accountable, and tenacious.
- The behaviour standards outlined in our Code of Business Conduct; and
- Our commitment to a diverse and inclusive workplace by being open to different ideas and cultures, committing to listening to each other, treating everyone fairly, and valuing different perspectives.

¹ The incumbent may be required to work from other HQPlantations locations from time to time which may require overnight travel.

² This Position Description may be redesigned from time to time to meet business needs.





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Position Accountabilities

1. Ensure a safe and healthy workplace

- Ensure the safety of yourself, your team, and others by placing safety first in all work activities and decisions;
- All work activities are carried out in alignment with HQPlantations health and safety Policy and Standards as detailed in our Health & Safety Management System (HSMS);
- Undertake risk assessments at all times when hazards are identified, prior to all new work, and when change is introduced;
- Ensure all workers entering the workplace undertake the required inductions, and inspections and due diligence activities are carried out; and
- Ensure all Health & Safety Events are reported and undertake analysis of events as required.

2. Apply people practices that enhance inclusiveness, culturally aligned behaviour, and high performance.

- Foster and promote individual behaviour that aligns with our Corporate Behaviour Standards;
- Provide authentic leadership by encouraging diversity, being open to different ideas and cultures, committing to listening to each other, treating everyone fairly, being inclusive, and valuing different perspectives;
- Lead and foster cooperation, accountability, and high performance within your team; and
- Work collaboratively with your team members and actively and genuinely participate as an effective member of your operational, Regional, and company teams.

3. Logistics Coordination

- Coordinate product scheduling including:
 - Plan and develop monthly harvest and haul schedule to achieve customer orders and optimise value;
 - Monitor and review/ revise cutting plans and truck schedules daily and weekly;
 - Respond to changing customer requirements;
 - Monitor deliveries and harvest production and review (in conjunction with the SOP team) regional haulage schedules; and
 - Collate contractor and customer information for a weekly SOP process.
- Act as primary contact on day-to-day customer delivery and quality;
- Ensure timely communications with contractors on performance and delivery constraints, and with internal staff on operational harvest and haulage issues;
- Review contractor and customer performance on a regular basis and produce weekly and monthly reports on delivery performance against target for internal and external contractors distribution;
- Ensure haulage fleet configuration is optimised within contract specifications and monitor non-compliance;
- Model woodflows to deliver optimal financial returns to HQPlantations taking into account a wide range of potential constraints including log prices, current customer orders, harvest production, harvest locations, product mix, haulage contractor capacity, haulage access, wood age, vehicle configuration type and customer delivery hours.



4. Maintain and deliver fire protection and wildfire suppression capacity

- Engage in fire protection activities in accordance with our Corporate Fire Management System (CFMS);
- Actively participate in fire preparedness rosters and daily fire risk responses, undertaking roles for which you are qualified.

5. All work meets our stewardship commitments

- Carry out work activities in accordance with HQPlantations stewardship practices and standards;
- Provide authoritative advice and support to others on cultural heritage, social impact, declared pests, endangered species, and ecosystem matters impacting the District; and
- Work positively with and represent HQPlantations interests on business matters relating to operations with your team's external stakeholders.

6. Manage contractor performance and foster positive partnerships

- Manage contractors in accordance with their contract and HQPlantations contractor management standards and practices;
- Monitor through quality assurance processes, inspections, and observations your contractor's performance to ensure quality products/services and safety requirements are delivered as agreed; and
- Positively engage with contractors (both contractor principals and their workforce) to ensure positive relationships are maintained and quality outcomes are delivered.

7. Deliver budgeted business outcomes and quality services

- Assist in the management of the Region's Harvest and Haul budget to ensure that work is carried out consistently, corrective action are taken on any variations, and expenditure contained within the allocated funds;
- Work with the Harvest and Supply Manager in monitoring annual budgets and business plan targets;
- Deliver quality outputs in alignment with quality practices and standards;
- Ensure the delivery of quality service to all other HQPlantations teams, so that their requirements are met; and
- Proactively explore innovative work practices that deliver operational excellence and improved business outcomes.

Position Requirements

Behaviours & Commitments

(Essential)

- Demonstrated commitment to HQPlantations Values of Integrity Always, Respect and Protect, Lead Change, Succeed Together, and Own Outcomes;
- My behaviour is aligned to the **Code of Business Conduct** behaviour standards; and
- I am committed to fostering and developing **HQPlantations Growing Together Culture**.

Knowledge & Skills

Health, Safety & Environment

- Practical and technical understanding of the application of health, safety, and environmental practices and systems required in a plantation forestry work environment; and
- Highly competent skills in the application and use of safety risk assessments in a hazardous work environment.



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Plantation Forestry Operations Management

- Effective and practical understanding of sound stewardship principles in the areas of certification, custodial activities, and stakeholder engagement.

Workforce Management

- Practical understanding of the skills and strategies to manage contractor engagement, performance, and relationship building.

Leadership & Interpersonal

- Demonstrated genuine leadership skills to build working relationships and promote positive influence; and
- High level interpersonal communication skills including listening, following through and communicating outcomes to all stakeholders.

Business Acumen

- Ability to make safe and business oriented decisions;
- Effective understanding and practical skills in financial management including financial analysis, job costing, and budgeting;
- Demonstrated project management and planning skills that deliver quality results on time and within budget;
- Effective written communication skills including business case development and investigative, and analytical reports; and
- High level technical knowledge and skills in information technology systems including Microsoft Office applications, geospatial, financial, and forest management systems, and the ability to quickly acquire skills relevant to HQPlantations systems.

Experience & Qualifications

- High level of operational or logistics experience in delivering large scale or complex projects.
- Relevant tertiary qualifications.
- Unrestricted “C” class drivers’ licence;
- Willingness to undertake training and perform fire activities

