



399 Maintongoon Rd
MAINTONGOON, VIC 3714

(03) 5724 3550
office@helicoaustralia.com.au
www.helicoaustralia.com.au

April 2026

Administration & Parts Assistant

Who we are.....

We are an authorised Service Centre and Dealership specialising in rebuilds, maintenance, pre-purchase inspections, and sales of Robinson helicopters.

Since establishing our new Victorian headquarters, Helico has expanded its capabilities to now also include maintenance and rebuild services for AS350 Squirrel helicopters, and will soon offer the same for Black Hawk helicopters.

What we do.....

Across our five bases Australia-wide, we provide high levels of service, as well as reliable and professional support to other maintenance facilities across the country. This includes a dedicated team of tech records support staff who provide record-keeping and compliance services to remote customers.

Our mission is to develop and maintain strong connections with individuals and other aviation businesses, to enhance industry quality and safety standards across our industry.

Who we are looking for.....

A motivated person to help our very busy parts team with incoming and outgoing orders, freight logistics, parts picks and stocktake.

We need an excellent communicator and efficient administrator who enjoys working in a dynamic and high-energy team environment.

We need you to have great attention to detail and be confident in engaging with our onsite engineering team, fellow maintenance outfits and customers from across the country.

Confidence in the use of computer software and a willingness to learn new systems is a must for this role.

You will be fully supported and trained to fulfill all the required duties.



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POSITION DESCRIPTION

Job title: Administration & Parts Assistant

Reporting to: Business Manager & Parts Manager

Salary: \$30 - \$33 per hour.

Hours: 38 hours per week.

Monday to Thursday 9am - 5pm

Friday 9am to 3pm.

An initial probation period of 6 months will be offered.

Location: 399 Maintongoon Road, Maintongoon.

The key responsibilities & duties for this role are set out in the table below:

Duties of the role	Time spent	Competencies
<p>PROVIDE DAILY ASSISTANCE TO OUR PARTS TEAM IN THE OPERATION OF HELICO'S BUSY PARTS STORE.</p> <p>Support our Parts Team with their daily tasks to ensure the smooth and efficient running of Helico's very busy spare parts store. This includes in/out order processing, data entry, inventory updates, picking parts for maintenance and rebuild jobs and carrying out regular stocktake.</p>	Daily	<ul style="list-style-type: none">• Maintain organised workflows and meet deadlines.• Communicate clearly with team members and suppliers.• Confidence in handling customer inquiries over the phone and via email.• Work well in a team and support smooth daily operations.• Be proficient with Microsoft Office Suite and general office equipment – printers, scanners etc.• Proactively solve problems and look for ways to improve.



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Duties of the role	Time spent	Competencies
<p>GREET AND ASSIST COURIERS</p> <p>Provide a friendly & professional first point of contact to our couriers and delivery drivers to make sure they are welcomed and assisted.</p>	Daily	<ul style="list-style-type: none"> • Deliver a warm, professional first impression with clear communication and active listening. • Be courteous and respectful. • Establish a good working relationship with our regular courier drivers. • Work to resolve problems or issues calmly or escalate them promptly where required.
<p>MAINTAIN GOOD RELATIONSHIPS WITH OUR SUPPLIERS AND CUSTOMERS.</p> <p>Maintain positive, long-term relationships by communicating regularly and professionally with current suppliers and customers, while building trust and rapport with new contacts to support our ongoing business growth.</p>	Daily	<ul style="list-style-type: none"> • Build trust and maintain long-term professional relationships. • Communicate clearly and respectfully, through email responses and phone calls. • Understand stakeholder needs and seek mutually beneficial outcomes. • Be confident in negotiations, ensuring clarity around expectations and terms. • Maintain professionalism, reliability, and accountability in all dealings. • Proactively address issues to preserve positive working relationships. • Follow through consistently to ensure strong service and engagement.
<p>USE OUR INTERNAL SOFTWARE PACKAGES TO ASSIST WITH PURCHASING & SALE ENQUIRIES (FULL TRAINING PROVIDED).</p> <p>Full training will be provided in the use of our aviation software 'Aerotrack' as well as our accounting program 'Xero'. These programs work hand in hand to support our parts purchasing and sales.</p>	Daily	<ul style="list-style-type: none"> • Be confident using digital systems and be quick to learn new software. • Enter and manage data accurately to support purchasing and sales. • Interpret system data to ensure correct pricing, availability, and transactions. • Communicate clearly with team members and suppliers regarding system updates.



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Duties of the role	Time spent	Competencies
		<ul style="list-style-type: none"> Follow processes and resolve basic system issues to maintain accuracy and consistency.
<p>SUPPORT OTHER AREAS OF OUR ADMINISTRATION TEAM</p> <p>Provide back up support to our Technical Records team with keeping aircraft logbooks up to date.</p> <p>Assist with other office-based tasks such as daily post office runs and occasional supermarket needs.</p> <p>Be willing to help with the infrequent need to deliver/collect urgent parts orders to/from Melbourne (if licensed to drive).</p> <p>Help keep the office tidy and orderly, including maintaining stock levels of stationery and other office supplies.</p> <p>Assist in the cleaning and upkeep of communal areas (toilets, kitchen etc)</p>	As required	<ul style="list-style-type: none"> Accurate data entry and record-keeping for aircraft logbooks. Strong attention to detail. Effective communication with engineering and maintenance teams. A willingness to learn aviation systems and compliance requirements. A 'can do' attitude <p>Helico is a dynamic and active workplace, so we'd love you to be flexible with a 'can do' attitude towards helping our team.</p>
<p>*A current driver's license would be favourable but is not essential to be considered for this role.</p>		