

SSDCL10 Dispatch / Garment Tracking Officer

1. Job role

TCF sub-sector	Dry Cleaning and Laundry Services
Functional area	Logistics and Distribution
Job role	SSDCL10 Dispatch / Garment Tracking Officer
Job role description	Coordinates garment dispatch, sorting and tracking processes to ensure accurate delivery and workflow control across dry cleaning operations. Manages garment movement from production to dispatch using tagging and tracking systems to maintain order accuracy and customer service outcomes. In the Australian dry cleaning industry—where operations must meet service standards and workflow efficiency requirements—the role ensures garments are correctly sorted, tracked and dispatched, working closely with production, customer service and logistics teams.
Performance expectations	• Coordinating garment sorting and dispatch processes to ensure accurate order completion • Maintaining garment tracking systems to ensure visibility across workflow stages • Ensuring correct matching of garments to customer orders prior to dispatch • Monitoring workflow to minimise delays and errors in garment handling • Ensuring compliance with workplace procedures and service standards • Maintaining accurate documentation and tracking records • Supporting efficient coordination between production and front-of-house teams • Contributing to continuous improvement in dispatch accuracy and workflow efficiency
Specialisation	Garment tracking systems (barcode/RFID), dispatch coordination, order verification, workflow coordination, inventory systems, digital tracking platforms, customer order fulfilment, discrepancy resolution, packaging and presentation, delivery coordination, data management
Application in other Textile, Clothing and Footwear (TCF) sectors	• Commercial laundry and linen services supporting sorting, tracking and dispatch of large-scale textile outputs • Textile manufacturing and finishing supporting product tracking and dispatch coordination • Apparel production and garment finishing supporting order consolidation and dispatch processes

	• Technical textile and specialty services supporting tracking and delivery of specialised products • Textile restoration services supporting tracking and dispatch of restored garments • Leather and suede processing supporting order tracking and dispatch coordination • Manufacturing and processing industries supporting logistics, tracking and dispatch operations
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2. Key tasks and critical work functions

Key tasks	• Sorting garments based on customer orders and delivery requirements • Scanning and tracking garments using tagging systems • Preparing garments for dispatch including packaging and documentation • Verifying order accuracy prior to dispatch • Coordinating dispatch schedules and delivery arrangements • Maintaining tracking systems and workflow records • Identifying and resolving discrepancies in garment handling • Following workplace procedures for dispatch and customer service
Critical work functions	• Ensuring accurate matching of garments to customer orders • Maintaining visibility and traceability of garments throughout dispatch processes • Managing workflow to meet delivery timelines • Preventing loss or misplacement of garments • Ensuring compliance with workplace procedures and service standards • Coordinating with production and customer service teams

3. Technical skills

Garment tracking systems	Managing tagging, scanning and tracking platforms
Dispatch systems	Coordinating dispatch processes and logistics workflows
Order verification	Checking accuracy of garment orders before dispatch
Packaging processes	Preparing garments for delivery and transport
Workflow systems	Managing garment movement across production stages
Data entry	Maintaining accurate tracking records and documentation
Inventory control	Monitoring garment flow and stock levels

4. Generic Skills

Attention to detail	Ensuring accuracy in order matching and dispatch
Problem solving	Resolving discrepancies in garment tracking and orders
Communication	Coordinating with production and customer service teams

Teamwork	Working collaboratively across operational teams
Time management	Managing dispatch timelines and priorities
Adaptability	Responding to changing workflow and customer demands
Safety awareness	Applying safe handling and workplace procedures

5. Emerging skills

Emerging skills	• Adopting automated garment tracking and sorting systems • Applying digital workflow management tools • Using real-time tracking technologies • Implementing barcode and RFID tracking systems • Integrating dispatch systems with POS and production platforms • Supporting data-driven workflow optimisation
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6. VET Qualifications and Skill Sets

Entry-level preparation	MSTSS00004 Introduction to Laundry or Dry Cleaning Industry Skill Set
Advanced development	MST20722 Certificate II in Apparel, Fashion and Textiles or equivalent

7. Job progression

Possible job progression	Dispatch Officer → Senior Dispatch Officer → Dispatch Supervisor → Operations Supervisor → Operations Manager
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8. Classification

Australian Qualifications Framework	AQF Level 2
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 4
Open Source Classification of Occupations for Australia (OSCA)	Dispatch Clerk / Logistics Officer



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