

SSDCL19 Laundry Worker – Packing & Dispatch

1. Job role

TCF sub-sector	Commercial Laundry and Linen Services
Functional area	Laundry Operations
Job role	SSDCL19 Laundry Worker – Packing & Dispatch
Job role description	Performs packing, order assembly and dispatch preparation of finished linen and textile items to ensure accurate delivery, presentation and customer requirements are met. In the Australian laundry industry—where accuracy, timeliness and customer service are critical—the Packing & Dispatch Worker ensures correct order matching, prepares items for delivery and supports logistics processes while maintaining quality and workflow efficiency.
Performance expectations	• Sorting and assembling finished linen according to customer orders • Verifying order accuracy including quantities, item types and customer details • Packaging linen to required presentation and delivery standards • Labelling, tagging and preparing items for dispatch and delivery routes • Maintaining accurate tracking and documentation of dispatched items • Coordinating with finishing, inventory and transport teams to ensure workflow continuity • Ensuring compliance with workplace procedures and quality standards • Meeting dispatch schedules and turnaround requirements • Maintaining clean and organised packing and dispatch areas • Contributing to continuous improvement in dispatch accuracy and efficiency
Specialisation	Order fulfilment systems, dispatch coordination, packing and presentation standards, logistics support, tracking systems
Application in other Textile, Clothing and Footwear (TCF) sectors	• Commercial laundry and linen services supporting packing, order assembly and distribution operations • Textile manufacturing and finishing supporting product packing and dispatch processes • Apparel production and garment finishing supporting order fulfilment and distribution activities • Technical textile and specialty services supporting packaging and delivery of specialised textile products

	• Textile restoration services supporting packing and return of restored items • Leather and suede processing supporting packaging and dispatch of treated materials • Manufacturing and processing industries supporting packing, warehousing and logistics operations
--	---

2. Key tasks and critical work functions

Key tasks	• Collecting finished linen from production areas • Assembling customer orders based on documentation or system data • Checking order accuracy and resolving discrepancies • Packaging linen according to customer and operational requirements • Labelling and preparing items for delivery or collection • Updating tracking systems and dispatch records • Organising dispatch areas and preparing delivery batches • Following workplace procedures for packing, dispatch and safety
Critical work functions	• Ensuring accuracy in order assembly and dispatch • Maintaining presentation and quality of packed items • Preventing dispatch errors and customer discrepancies • Supporting timely and efficient delivery operations • Ensuring compliance with procedures and documentation requirements • Coordinating effectively with production, inventory and logistics teams

3. Technical skills

Order processing	Assembling and verifying customer orders accurately
Packing techniques	Packaging linen to meet presentation and transport requirements
Tracking systems	Updating and managing dispatch records in digital systems
Labeling systems	Applying correct labels and identification for delivery
Inventory coordination	Coordinating with inventory systems to match stock and orders
Quality checking	Inspecting items to ensure correct order fulfilment
Logistics support	Supporting dispatch scheduling and delivery preparation

4. Generic Skills

Attention to detail	Ensuring accuracy in order assembly and dispatch documentation
Teamwork	Working collaboratively with production and logistics teams
Communication	Communicating discrepancies and workflow requirements
Time management	Managing packing tasks to meet dispatch schedules
Problem solving	Resolving order mismatches and dispatch issues

Adaptability	Handling varying order volumes and customer requirements
Organisation	Maintaining structured and efficient dispatch areas

5. Emerging skills

Emerging skills	• Adopting digital order management and dispatch systems • Using RFID and barcode tracking in dispatch processes • Integrating dispatch operations with ERP and logistics platforms • Applying automation in packing and sorting processes • Supporting real-time tracking and customer notification systems • Enhancing sustainability through efficient packaging practices
-----------------	--

6. VET Qualifications and Skill Sets

Entry-level preparation	MSTSS00003 Introduction to Laundry Operations Skill Set or equivalent
Advanced development	MST20422 Certificate II in Laundry Operations or equivalent

7. Job progression

Possible job progression	Packing & Dispatch Worker → Senior Dispatch Officer → Dispatch Supervisor → Logistics Manager → Operations Manager
--------------------------	--

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)	Laundry Worker / Storeperson / Dispatch Worker



Skills Insight is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.