

SSDCL25 On-Demand Laundry Dispatch Coordinator

1. Job role

TCF sub-sector	Commercial Laundry and Linen Services
Functional area	On demand laundry collection and pick up services
Job role	SSDCL25 On-Demand Laundry Dispatch Coordinator
Job role description	Coordinates real-time dispatch, routing and fulfilment of on-demand laundry services to ensure timely collection and delivery aligned with customer expectations and operational capacity. In the Australian laundry industry—where rapid turnaround, digital ordering and customer responsiveness are increasingly critical—the On Demand Dispatch Coordinator manages scheduling, routing and communication across drivers, production and customers to ensure efficient service delivery and high levels of customer satisfaction.
Performance expectations	• Coordinating real-time collection and delivery schedules for on-demand services • Managing dispatch systems and digital platforms for order allocation • Optimising delivery routes and resource utilisation • Communicating with drivers, production teams and customers • Monitoring order status and ensuring timely fulfilment • Resolving delivery issues, delays or service disruptions • Maintaining accurate dispatch records and tracking systems • Ensuring alignment between production output and delivery schedules • Meeting service level agreements and turnaround targets • Contributing to continuous improvement in dispatch efficiency and service quality
Specialisation	Dispatch systems, route optimisation, real-time logistics, customer communication, digital scheduling platforms
Application in other Textile, Clothing and Footwear (TCF) sectors	• Commercial laundry and linen services supporting customer engagement and business development activities • Textile manufacturing and finishing supporting brand promotion and product marketing initiatives • Apparel production and garment finishing supporting marketing and customer engagement strategies • Technical textile and specialty services supporting promotion of specialised products and services • Textile restoration services supporting customer outreach and service promotion

	• Leather and suede processing supporting local marketing and customer engagement activities • Manufacturing and service industries supporting marketing, branding and customer communication functions
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2. Key tasks and critical work functions

Key tasks	• Scheduling and dispatching on-demand laundry orders • Allocating jobs to drivers and delivery resources • Monitoring delivery routes and adjusting schedules in real time • Communicating with customers regarding order status • Coordinating with production to align dispatch timing • Maintaining dispatch records and system updates • Resolving delivery issues and customer concerns • Following organisational procedures for logistics and safety
Critical work functions	• Ensuring timely and accurate order fulfilment • Maintaining efficient routing and resource utilisation • Supporting real-time responsiveness to customer demand • Preventing delays and service disruptions • Ensuring accurate tracking and communication • Coordinating effectively across logistics and production functions

3. Technical skills

Dispatch systems	Managing digital dispatch and scheduling platforms
Route optimisation	Planning efficient delivery routes and schedules
Tracking systems	Monitoring real-time order and delivery status
Logistics coordination	Coordinating drivers, vehicles and delivery schedules
Customer communication systems	Managing service updates and customer interactions
Data management	Maintaining accurate dispatch and delivery records
ERP and integration systems	Linking dispatch operations with production and order systems

4. Generic Skills

Communication	Coordinating effectively with drivers, teams and customers
Problem solving	Resolving delivery and scheduling issues
Time management	Managing multiple orders and schedules simultaneously
Attention to detail	Ensuring accuracy in dispatch and tracking
Teamwork	Working collaboratively with logistics and production teams
Adaptability	Responding to changing schedules and customer needs
Organisation	Managing complex dispatch workflows efficiently

5. Emerging skills

Emerging skills	• Using AI-driven route optimisation and dispatch systems • Integrating dispatch with customer apps and digital platforms • Applying real-time tracking and predictive logistics tools • Supporting same-day and rapid turnaround service models • Enhancing customer experience through digital communication • Improving sustainability through efficient routing and reduced emissions
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6. VET Qualifications and Skill Sets

Entry-level preparation	TLI30325 Certificate III in Supply Chain Operations or equivalent
Advanced development	TLI40324 Certificate IV in Supply Chain Operations or equivalent

7. Job progression

Possible job progression	Dispatch Coordinator → Senior Dispatch Coordinator → Logistics Manager → Operations Manager
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8. Classification

Australian Qualifications Framework	AQF Level 3-4
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 3
Open Source Classification of Occupations for Australia (OSCA)	Dispatch Coordinator / Logistics Coordinator



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