

SSDCL26 On-Demand Laundry Customer Service Officer

1. Job role

TCF sub-sector	Commercial Laundry and Linen Services
Functional area	On demand laundry collection and pick up services
Job role	SSDCL26 On-Demand Laundry Customer Service Officer
Job role description	Manages customer interactions, order intake and service communication for on-demand laundry services, ensuring accurate processing, responsiveness and high-quality customer experience. In the Australian laundry industry—where digital ordering, rapid turnaround and service reliability are critical—the On Demand Customer Service Officer coordinates customer requests, supports order tracking and resolves service issues while working closely with dispatch, production and delivery teams.
Performance expectations	- Managing customer enquiries via phone, app, online platforms and in-person - Processing on-demand orders accurately within digital systems - Providing real-time updates on order status and delivery timing - Coordinating with dispatch and production teams to align customer expectations - Resolving customer issues, complaints and service queries - Maintaining customer records and service history in CRM systems - Supporting customer retention and satisfaction initiatives - Ensuring accuracy in order details, pricing and service requirements - Meeting response time and service level targets - Contributing to continuous improvement in customer service processes
Specialisation	Customer service systems, CRM platforms, digital ordering systems, complaint resolution, service coordination
Application in other Textile, Clothing and Footwear (TCF) sectors	- Commercial laundry and linen services supporting customer interaction and order processing functions - Textile manufacturing and finishing supporting customer communication and order management - Apparel production and garment finishing supporting customer service and order coordination - Technical textile and specialty services supporting client communication and service delivery

	• Textile restoration services supporting customer engagement and service coordination • Leather and suede processing supporting customer service and order handling functions • Manufacturing and service industries supporting customer interaction and service delivery systems
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2. Key tasks and critical work functions

Key tasks	• Receiving and processing customer orders through digital and manual channels • Updating customers on order status and delivery schedules • Coordinating with dispatch and production teams • Managing customer enquiries and service requests • Resolving complaints and service issues • Maintaining accurate customer records in CRM systems • Supporting promotional and customer engagement activities • Following organisational procedures for customer service and data handling
Critical work functions	• Ensuring accuracy in order intake and processing • Maintaining high levels of customer satisfaction • Providing timely and clear communication • Supporting seamless coordination across teams • Preventing service errors and miscommunication • Adapting to real-time customer and operational demands

3. Technical skills

CRM systems	Managing customer information and interaction records
Order management systems	Processing and tracking customer orders
Digital communication tools	Using platforms for real-time customer interaction
Service coordination	Aligning customer requests with operational workflows
Data entry and accuracy	Maintaining precise order and customer records
Reporting systems	Generating customer service and performance reports
Payment systems	Processing transactions and service charges

4. Generic Skills

Communication	Engaging effectively with customers and teams
Problem solving	Resolving customer issues and service disruptions
Attention to detail	Ensuring accuracy in order processing and records
Time management	Managing multiple customer interactions and tasks
Teamwork	Working collaboratively with dispatch and production teams
Adaptability	Responding to changing customer and operational needs

Customer focus	Delivering high-quality service and customer experience
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5. Emerging skills

Emerging skills	• Using AI-driven customer service and chatbot systems • Integrating customer service with mobile apps and platforms • Applying data analytics for customer behaviour insights • Supporting omnichannel customer engagement strategies • Enhancing digital service experience and automation • Improving customer retention through personalised services
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6. VET Qualifications and Skill Sets

Entry-level preparation	MSTSS00026 Customer service in Laundry or Dry Cleaning Operations Skill Set or equivalent.
Advanced development	BSB30215 Certificate III in Customer Engagement or equivalent.

7. Job progression

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

Australian Qualifications Framework	AQF Level 2-3
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 3
Open Source Classification of Occupations for Australia (OSCA)	Customer Service Officer / Contact Centre Operator



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