

CS16 Packer / Dispatch Officer

1. Job role

TCF sub-sector	Cross sector
Job role	CS16 Packer / Dispatch Officer
Job role description	Prepares finished textile, clothing and footwear products for storage, distribution and shipment. The role involves checking orders, packing products according to customer or retailer requirements, labelling cartons, preparing dispatch documentation and coordinating shipment with logistics providers. Packer / Dispatch Officers work closely with warehouse, production and inventory teams to ensure accurate and timely delivery of products within TCF supply chains.
Performance expectations	• Accurately pack finished products according to dispatch specifications • Ensure products are labelled and packaged correctly for transport • Prepare shipping documentation and dispatch records • Maintain product quality and presentation during packing • Meet daily dispatch schedules and order deadlines • Support inventory accuracy when handling outgoing goods • Follow safe manual handling and warehouse procedures • Maintain clean and organised packing and dispatch areas
Specialisation	Order fulfilment, garment and footwear packing, carton preparation, shipping documentation and dispatch coordination within TCF warehouse and logistics environments.
Application in other TCF sectors	• Textile manufacturing warehouses and distribution centres • Apparel production and garment manufacturing dispatch operations • Footwear and leather goods manufacturing distribution operations • Textile finishing and processing facilities requiring product dispatch • Retail and e-commerce fulfilment operations within TCF supply chains

2. Key tasks and critical work functions

Key tasks	• Check orders and product quantities before packing • Pack products according to customer or retailer specifications • Prepare cartons, packaging materials and shipping labels • Record dispatch details in warehouse systems • Coordinate shipment schedules with logistics providers • Inspect products for damage before packing • Maintain packing materials and dispatch equipment • Assist with stock movement within warehouse areas
Critical work functions	• Ensuring accurate order fulfilment and product dispatch

	• Maintaining product quality during packing and handling • Supporting efficient warehouse and logistics operations • Preventing dispatch errors and shipment delays • Maintaining accurate shipping documentation • Supporting customer and retailer delivery requirements
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3. Technical skills

Order verification	Check product quantities and specifications against dispatch orders.
Packing techniques	Pack garments, textiles or footwear products securely for transport.
Product identification	Identify product codes, styles, sizes and quantities accurately.
Shipping documentation	Prepare shipping labels, dispatch records and manifests.
Warehouse systems	Record dispatch information in inventory or warehouse management systems.
Barcode scanning	Use barcode scanners for product tracking and shipment processing.
Packaging standards	Apply correct packing materials and carton preparation methods.
Workplace safety	Follow WHS procedures in warehouse and dispatch environments.

4. Generic Skills

Attention to detail	Ensure accurate packing and dispatch documentation.
Time management	Meet dispatch schedules and order deadlines.
Communication	Coordinate with warehouse, production and logistics staff.
Teamwork	Work collaboratively within warehouse and dispatch teams.
Organisation	Maintain orderly packing and dispatch areas.
Reliability	Follow operational procedures and maintain consistent work performance.

5. Emerging skills

Emerging skills	• Digital warehouse management systems • RF scanning and real-time shipment tracking • E-commerce order fulfilment systems • Sustainable packaging and logistics practices • Automated warehouse packing technologies
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6. VET Qualifications and Skill Sets

Entry-level preparation	MST20722 Certificate II in Apparel, Fashion and Textiles or equivalent
Advanced development	TLI20421 Certificate II in Supply Chain Operations or equivalent

7. Job progression

Possible job progression	Packing Assistant → Packer / Dispatch Officer → Warehouse Supervisor → Logistics Manager
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8. Classification

Australian Qualifications Framework	AQF Level 2-3
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 4 - Logistics / Warehouse Operator
Open Source Classification of Occupations for Australia (OSCA)	Packer / Dispatch Officer - Warehouse and Distribution



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