

# CS17 Pick and Pack Operator

## 1. Job role

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| TCF sub-sector           | Cross Sector                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Job role                 | CS17 Pick and Pack Operator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Job role description     | Selects, prepares and packs apparel products for dispatch within warehouse and distribution operations supporting TCF manufacturing / processing enterprises. The role ensures that raw materials, components and finished products are accurately picked from storage locations, checked against order documentation and packed according to customer or retailer requirements. Pick and Pack Operators work with warehouse management systems, inventory tracking tools and shipping documentation to ensure efficient order fulfilment and accurate product traceability across domestic and international supply chains. |
| Performance expectations | <ul style="list-style-type: none"> <li>• Accurately pick products according to order specifications</li> <li>• Prepare and pack products securely to meet shipping and retailer standards</li> <li>• Maintain correct product labelling and order documentation</li> <li>• Meet daily productivity and dispatch targets</li> <li>• Maintain organised and accurate warehouse stock locations</li> <li>• Support accurate inventory control and stock reconciliation</li> <li>• Ensure safe manual handling and workplace safety practices</li> <li>• Maintain clean and efficient warehouse work areas</li> </ul>            |
| Specialisation           | Retail order fulfilment, e-commerce order packing, bulk garment dispatch preparation, warehouse inventory handling and logistics documentation for apparel products.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## 2. Key tasks and critical work functions

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| Key tasks               | <ul style="list-style-type: none"> <li>• Pick products from warehouse storage locations</li> <li>• Check order documentation and product specifications</li> <li>• Pack items according to shipping or retailer requirements</li> <li>• Label cartons and packages accurately</li> <li>• Prepare dispatch documentation and shipping labels</li> <li>• Maintain accurate inventory records using warehouse systems</li> <li>• Report stock discrepancies or damaged goods</li> <li>• Assist with stock replenishment and warehouse organisation</li> </ul> |
| Critical work functions | <ul style="list-style-type: none"> <li>• Ensuring accurate order fulfilment and product dispatch</li> <li>• Maintaining inventory accuracy and stock traceability</li> <li>• Supporting efficient warehouse and logistics operations</li> <li>• Preventing product damage during handling and packing</li> <li>• Maintaining compliance with retailer packaging standards</li> <li>• Supporting timely shipment and distribution of products</li> </ul>                                                                                                    |

## 3. Technical skills

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|------------------------------|-----------------------------------------------------------------|
| Order picking systems        | Use warehouse picking systems and order documentation.          |
| Inventory management systems | Operate warehouse management or inventory systems.              |
| Packing techniques           | Pack garments securely to prevent damage during transport.      |
| Product identification       | Identify styles, sizes, colours and product codes accurately.   |
| Barcode scanning systems     | Use barcode scanners for product tracking and order fulfilment. |
| Shipping documentation       | Prepare labels and dispatch documentation.                      |
| Manual handling              | Apply safe lifting and handling techniques.                     |
| Workplace safety             | Follow WHS procedures within warehouse environments.            |

#### 4. Generic Skills

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|---------------------|----------------------------------------------------------------|
| Attention to detail | Ensure correct product selection and order accuracy.           |
| Time management     | Meet order fulfilment deadlines and productivity targets.      |
| Communication       | Report stock issues and coordinate with warehouse supervisors. |
| Teamwork            | Work collaboratively within warehouse teams.                   |
| Organisation        | Maintain orderly stock locations and packing areas.            |
| Reliability         | Follow procedures and maintain consistent work performance.    |

#### 5. Emerging skills

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| Emerging skills | <ul style="list-style-type: none"> <li>Automated warehouse and picking technologies</li> <li>Digital warehouse management systems</li> <li>RF scanning and real-time inventory tracking</li> <li>E-commerce fulfilment systems</li> <li>Sustainable packaging and logistics practices</li> <li>Data-driven inventory optimisation tools</li> </ul> |
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#### 6. VET Qualifications and Skill Sets

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| 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

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| Possible job progression | Warehouse Assistant → Pick and Pack Operator → Warehouse Team Leader → Warehouse Supervisor → Logistics Manager |
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#### 8. Classification

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|----------------------------------------------------|----------------------------------------------|
| Australian Qualifications Framework                | AQF Level 2-3                                |
| Australian Bureau of Statistics (ABS) Skill Levels | Skill Level 4 (Operator / Logistics Support) |

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| Open Source Classification of Occupations for Australia (OSCA) | Pick and Pack Operator - Warehouse and Distribution |
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