

CS23 Retail and Merchandising Coordinator

1. Job role

TCF sub-sector	Cross Sector
Job role	CS23 Retail and Merchandising Coordinator
Job role description	Coordinates retail merchandising activities across stores and digital retail channels for textile, clothing and footwear businesses. The role supports product range planning, store merchandising implementation and inventory coordination to ensure products are presented effectively and available for sale. Retail and Merchandising Coordinators work closely with retail managers, visual merchandisers, supply chain teams and marketing staff to ensure consistent product presentation, stock availability and alignment with seasonal collections and promotional campaigns.
Performance expectations	• Support effective merchandising of apparel, footwear and other textile products in retail stores • Ensure product availability and stock coordination across retail locations • Assist with implementation of seasonal merchandising plans and promotions • Maintain accurate product information and merchandising documentation • Coordinate communication between retail, logistics and marketing teams • Monitor product performance and stock levels • Support consistent brand presentation across retail channels • Assist with preparation for product launches and promotional campaigns
Specialisation	Retail merchandise coordination, apparel, footwear and other textile product range support, store merchandising coordination and retail stock planning.

2. Key tasks and critical work functions

Key tasks	• Coordinate merchandising activities across retail stores • Support product assortment planning and seasonal range implementation • Monitor stock levels and coordinate replenishment • Maintain product information and merchandising guidelines • Assist with product launch preparation and promotional displays • Coordinate communication between stores, warehouse and head office • Track product sales performance and stock movement • Support retail store teams with merchandising updates
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Critical work functions	• Ensuring products are available and properly presented for sale • Maintaining consistent merchandising standards across retail locations • Supporting sales performance through coordinated merchandising • Ensuring efficient communication between retail and supply chain teams • Supporting seasonal product launches and promotions • Maintaining accurate product and stock information
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3. Technical skills

Retail merchandising systems	Coordinate store merchandising plans and product presentation.
Product range coordination	Support product assortment and seasonal range planning.
Inventory monitoring	Track stock levels and coordinate replenishment.
Retail data analysis	Monitor product sales and merchandising performance.
Retail information systems	Use POS and retail management systems.
Product information management	Maintain product specifications and merchandising documentation.
Promotional coordination	Support implementation of marketing campaigns in stores.
Retail reporting	Prepare reports on stock levels and product performance.

4. Generic Skills

Organisation	Coordinate merchandising tasks and product information.
Communication	Liaise with retail staff, suppliers and internal teams.
Attention to detail	Ensure accurate product information and merchandising standards.
Analytical thinking	Interpret sales and inventory data.
Teamwork	Collaborate with retail and supply chain teams.
Adaptability	Respond to seasonal retail changes and promotions.

5. Emerging skills

Emerging skills	• Omnichannel retail merchandising systems • Retail analytics and demand forecasting tools • Integration of digital and physical merchandising • AI-driven product recommendation tools • Data-driven product assortment planning • Digital product information management platforms
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6. VET Qualifications and Skill Sets

Entry-level preparation	SIR30216 Certificate III in Retail or equivalent
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Advanced development	SIR40316 Certificate IV in Retail Management or equivalent
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7. Job progression

Possible job progression	Retail Sales Assistant → Retail and Merchandising Coordinator → Merchandise Planner → Retail Merchandise 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)	Retail and Merchandising Coordinator - Fashion and Retail Industry



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