

CS53 Dispatch and Distribution Coordinator

1. Job role

TCF sub-sector	Cross-sector
Job role	CS53 Dispatch and Distribution Coordinator
Job role description	Coordinates dispatch, distribution and logistics operations to ensure timely and accurate movement of products or services across TCF supply chains. In the TCF industries—where operations range from manufacturing and production to service-based delivery—the Dispatch and Distribution Coordinator manages scheduling, routing, order allocation and communication across production, warehousing and transport functions, ensuring efficient distribution, accurate tracking and high levels of customer service.
Performance expectations	• Coordinating dispatch schedules and distribution activities • Ensuring timely and accurate delivery of products or services • Managing order allocation and dispatch systems • Optimising routing and logistics efficiency • Maintaining accurate tracking and documentation • Coordinating with production, warehouse and delivery teams • Meeting service level agreements and delivery targets • Resolving dispatch and delivery issues • Ensuring compliance with transport and safety regulations • Driving continuous improvement in logistics performance
Specialisation	Logistics coordination, dispatch systems, route optimisation, supply chain operations, distribution management
Application in other TCF sectors	• Apparel production supporting distribution of finished garments to retail or customers • Textile manufacturing supporting distribution of fabrics and materials • Footwear production supporting product dispatch and logistics coordination • Leather goods production supporting finished goods distribution • Dry cleaning and laundry services supporting collection and delivery logistics • Technical textile and specialty services supporting specialised distribution requirements • Manufacturing and service industries supporting logistics and supply chain coordination

2. Key tasks and critical work functions

Key tasks	• Scheduling and coordinating dispatch and delivery operations • Allocating orders to transport and delivery resources • Monitoring delivery progress and adjusting schedules • Maintaining dispatch and tracking systems • Communicating with drivers, production and warehouse teams • Resolving delivery delays and logistics issues • Maintaining records and documentation • Ensuring compliance with safety and transport procedures
Critical work functions	• Ensuring accurate and timely distribution of goods or services • Maintaining efficient logistics and routing systems • Supporting seamless coordination across supply chain functions • Preventing delivery errors and delays • Ensuring accurate tracking and reporting • Responding effectively to operational disruptions • Maintaining compliance with regulatory requirements

3. Technical skills

Dispatch systems	Managing digital dispatch and scheduling systems
Route planning	Optimising delivery routes and schedules
Tracking systems	Monitoring real-time delivery and order status
Order management systems	Processing and allocating orders for dispatch
Logistics coordination	Coordinating transport, warehousing and delivery operations
Data management	Maintaining accurate logistics and tracking records
ERP systems	Integrating dispatch with production and inventory systems

4. Generic Skills

Communication	Coordinating effectively with teams and stakeholders
Problem solving	Resolving logistics and delivery issues
Organisation	Managing multiple dispatch and delivery tasks
Time management	Meeting delivery schedules and deadlines
Attention to detail	Ensuring accuracy in dispatch and tracking
Adaptability	Responding to changing logistics demands

5. Emerging skills

Emerging skills	• Using AI-driven logistics and route optimisation systems • Integrating digital tracking and real-time monitoring tools • Applying data analytics to improve logistics performance • Supporting same-day and on-demand delivery models • Enhancing sustainability through efficient transport systems
-----------------	--

	Using automated dispatch and supply chain platforms
--	---

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 Officer → Dispatch Coordinator → Logistics Supervisor → Logistics Manager → Operations Manager
--------------------------	--

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 and Distribution Coordinator – Cross-sector TCF



Skills Insight is a Jobs and Skills Council funded by the Australian Government Department of Employment and Workplace Relations.