

SSALT03 Ancillary Services Operator

Disclaimer

These Occupational Frameworks and Skill Profiles have been developed as workforce planning, occupational mapping and skills reference resources for the Australian textile, clothing and footwear (TCF) industry. They are intended to describe the typical functions, responsibilities, skills and capabilities associated with occupations across the industry.

These documents are not intended to replace or override industrial instruments or employment arrangements, including awards, enterprise agreements, employment contracts, position descriptions, classification structures, licensing or regulatory requirements, or other statutory obligations. Where differences arise, the relevant industrial, legislative or regulatory requirements take precedence. The Skill Profiles should be used as complementary reference documents to support workforce planning, career development, training and skills recognition.

1. Job role

TCF sub-sector	Clothing and Footwear Repairs and Alterations
Functional area	Footwear Reports and Ancillary Services
Job role	SSALT03 Ancillary Services Operator
Job role description	Provides complementary retail and service functions within footwear repair businesses. Responsible for key cutting, sale of footwear and garment care products, and accessory retail. Supports workshop revenue diversification in small and medium enterprises.
Performance expectations	• Deliver accurate key duplication services. • Maintain safe and correct operation of key cutting machinery. • Provide informed advice on care products and accessories. • Maintain accurate retail transaction records. • Meet daily sales and service targets. • Maintain organised and secure retail area.
Specialisation	• Residential key cutting. • Basic automotive key duplication (non-transponder). • Footwear care product sales. • Accessory retail (laces, insoles, belts). • Basic engraving services (where available).
Application in other TCF sectors	Transferable to locksmith retail, hardware retail and specialist footwear retail environments.

2. Key tasks and critical work functions

Key tasks	• Assess customer key duplication requirements. • Operate key cutting machinery safely and accurately. • Verify key accuracy and functionality. • Provide advice on footwear and garment care products. • Process retail sales transactions. • Maintain accessory stock levels.
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	• Ensure secure storage of key blanks and equipment.
Critical work functions	• Ensuring precise key duplication. • Maintaining machine safety compliance. • Managing secure handling of key materials. • Maintaining accurate stock control. • Providing clear customer advice. • Maintaining cash handling accuracy. • Supporting overall workshop operations.

3. Technical skills

Key cutting machine operation	Safe and accurate duplication of keys.
Product knowledge	Understanding of footwear and garment care products.
Retail POS systems*	Processing sales and maintaining records.
Stock management	Monitoring accessory inventory.
Basic equipment maintenance	Cleaning and minor servicing of key machines.
Security awareness	Handling controlled items responsibly.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Attention to detail	Ensure accurate duplication and sales records.
Customer service	Provide clear and helpful advice.
Numeracy	Handle transactions accurately.
Time management	Serve customers efficiently.
Communication	Explain product usage clearly.
Integrity	Maintain responsible handling of security-sensitive items.

5. Emerging skills

Emerging skills	• Digital key duplication technologies. • Online retail integration. • Sustainable footwear care product knowledge. • Advanced POS and inventory systems.
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6. VET Qualifications and Skill Sets

Entry-level preparation	SIR20212 Certificate II in Retail Services or equivalent.
Advanced development	MST30416 Certificate III in Footwear.

7. Job progression

Possible job progression	Ancillary Services Operator → Senior Retail/Service Operator → Owner-Operator.
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8. Classification

Australian Qualifications Framework	AQF Level 2-3.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 45.
Open Source Classification of Occupations for Australia (OSCA)	631131 - Sales Assistant (General).



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