

SSAPP14 Packer / Dispatch Officer

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	Apparel
Functional area	Finishing and Dispatch
Job role	SSAPP14 Packer / Dispatch Officer
Job role description	Prepares finished garments and apparel products for storage, distribution and shipment within textile, clothing and footwear manufacturing environments. The role ensures products are packed, labelled and dispatched accurately according to customer, retailer or distribution requirements. Packer / Dispatch Officers coordinate with warehouse, logistics and production teams to ensure timely dispatch of finished goods and accurate documentation of shipments.
Performance expectations	• Accurately pack garments and apparel products for shipment. • Ensure correct labelling, tagging and packaging standards. • Prepare dispatch documentation and shipping labels. • Maintain product quality during packing and handling. • Meet dispatch deadlines and shipment schedules. • Maintain accurate records of outgoing goods. • Support inventory accuracy during packing and dispatch. • Maintain clean and organised packing and dispatch areas.
Specialisation	Garment packing and presentation, retail order preparation, bulk shipment preparation and logistics documentation for apparel distribution.
Application in other TCF sectors	The skills described in this profile are transferable across multiple sectors of the textile, clothing and footwear (TCF) industry and may also be applied in other manufacturing and product-based industries where similar capabilities are required.

2. Key tasks and critical work functions

Key tasks	• Pack finished garments according to customer or retailer requirements.
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	• Prepare cartons, packaging materials and shipping labels. • Verify order accuracy before dispatch. • Coordinate dispatch schedules with warehouse and logistics teams. • Record dispatch details in inventory or warehouse systems. • Inspect garments for damage prior to packing. • Prepare export or shipping documentation. • Maintain packing materials and dispatch equipment.
Critical work functions	• Ensuring correct and timely dispatch of finished products. • Maintaining product quality and presentation during packing. • Supporting efficient warehouse and logistics operations. • Preventing shipment errors and dispatch delays. • Maintaining accurate shipment documentation. • Supporting customer and retailer delivery requirements.

3. Technical skills

Garment packing procedures	Pack garments according to retailer and logistics specifications.
Product identification	Identify garment styles, sizes and product codes accurately.
Dispatch documentation	Prepare shipping labels, manifests and dispatch records.
Inventory systems	Record outgoing goods in warehouse management systems.
Packaging standards	Apply appropriate packing materials and carton preparation.
Barcode scanning	Use barcode scanners and tracking systems.
Quality inspection	Check garments for damage or defects prior to packing.
Workplace safety	Follow WHS procedures when handling goods and equipment.

4. Generic Skills

Attention to detail	Ensure order accuracy and correct product packing.
Time management	Meet shipment schedules and dispatch deadlines.
Communication	Coordinate dispatch activities with warehouse teams.
Organisation	Maintain orderly packing and dispatch areas.
Teamwork	Collaborate with production and logistics staff.
Reliability	Follow procedures and maintain consistent work performance.

5. Emerging skills

Emerging skills	• Digital warehouse and dispatch management systems. • RF scanning and real-time shipment tracking. • E-commerce fulfilment logistics. • Sustainable packaging practices. • Automated warehouse packing technologies. • Integrated supply chain tracking systems.
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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
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 4
Open Source Classification of Occupations for Australia (OSCA)	571131 Logistics Officer



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