

CS17 Pick and Pack 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	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	• Accurately pick products according to order specifications. • Prepare and pack products securely to meet shipping and retailer standards. • Maintain correct product labelling and order documentation. • Meet daily productivity and dispatch targets. • Maintain organised and accurate warehouse stock locations. • Support accurate inventory control and stock reconciliation. • Ensure safe manual handling and workplace safety practices. • Maintain clean and efficient warehouse work areas.
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

Key tasks	• Pick products from warehouse storage locations. • Check order documentation and product specifications. • Pack items according to shipping or retailer requirements. • Label cartons and packages accurately. • Prepare dispatch documentation and shipping labels.
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	• Maintain accurate inventory records using warehouse systems. • Report stock discrepancies or damaged goods. • Assist with stock replenishment and warehouse organisation.
Critical work functions	• Ensuring accurate order fulfilment and product dispatch. • Maintaining inventory accuracy and stock traceability. • Supporting efficient warehouse and logistics operations. • Preventing product damage during handling and packing. • Maintaining compliance with retailer packaging standards. • Supporting timely shipment and distribution of products.

3. Technical skills

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

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

Emerging skills	• Automated warehouse and picking technologies. • Digital warehouse management systems. • Radio Frequency (RF) scanning and real-time inventory tracking. • E-commerce fulfilment systems. • Sustainable packaging and logistics practices. • Data-driven inventory optimisation tools.
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6. VET Qualifications and Skill Sets

Entry-level preparation	MST20722 Certificate II in Apparel, Fashion and Textiles or equivalent.
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Advanced development	TLI20421 Certificate II in Supply Chain Operations or equivalent.
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7. Job progression

Possible job progression	Warehouse Assistant → Pick and Pack Operator → Warehouse Team Leader → 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)	721131 Storeperson.



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