

CS37 Customer Service 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	Cross sector
Job role	CS37 Customer Service Officer
Job role description	Provides front-of-house customer service support within TCF businesses. Responsible for receiving products, explaining service options, processing bookings and supporting business activities.
Performance expectations	• Provide professional and responsive customer service. • Accurately record customer bookings and service details. • Process payments and maintain accurate transaction records. • Meet individual and store sales targets. • Maintain organised and welcoming service area. • Support timely communication between key areas of business and customers.
Specialisation	• Product and/or service knowledge. • Booking and scheduling coordination. • Customer enquiry handling.
Application in other TCF sectors	Transferable to apparel retail, footwear retail and small manufacturing customer service roles.

2. Key tasks and critical work functions

Key tasks	• Receive and assess products. • Record accurate service requirements in the Point of Sale (POS) system. • Provide pricing estimates based on service guidelines. • Process payments and issue receipts. • Coordinate job pickup and completion notifications. • Maintain display of products. • Escalate complex enquiries to specialists.
Critical work functions	• Ensuring accurate work-related documentation. • Maintaining positive customer experience. • Supporting efficient workflow communication. • Maintaining transaction accuracy. • Protecting customer data confidentiality.

	• Maintaining presentation standards. • Supporting revenue generation.
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3. Technical skills

POS system operation*	Processing transactions accurately.
Product and service knowledge	Understanding service and product categories and pricing.
Customer / client record management	Maintaining accurate customer/client information.
Retail sales techniques [if appropriate]	Promoting products and accessories.
Booking and scheduling systems	Coordinating and scheduling bookings.
Cash handling procedures	Managing secure payment processing.
POS system operation*	Processing transactions accurately.

*Technical skills identified as emerging skills in TCF industry.

4. Generic Skills

Communication	Engage clearly and professionally with customers.
Customer focus	Deliver positive service experience.
Attention to detail	Ensure accurate documentation and transactions.
Time management	Handle multiple customer enquiries efficiently.
Problem solving	Resolve routine service enquiries.
Teamwork	Support workshop and management staff effectively.

5. Emerging skills

Emerging skills	• Online booking system coordination. • Digital customer communication platforms. • Data privacy compliance awareness. • Integrated POS and inventory systems.
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6. VET Qualifications and Skill Sets

Entry-level preparation	BSB20120 Certificate II in Workplace Skills or equivalent.
Advanced development	BSB50315 Diploma of Customer Engagement or equivalent.

7. Job progression

Possible job progression	Customer Service Assistant → Senior Customer Service Officer → Store / Studio Manager.
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8. Classification

Australian Qualifications Framework	AQF Level 2-4 (enterprise dependent).
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Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 5- Sales / Service.
Open Source Classification of Occupations for Australia (OSCA)	631131 Sales assistants [general].

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