

SSDCL08 Point-of-sale (POS) and Garment Tracking Systems Administrator

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	Dry Cleaning and Laundry Services
Functional area	Digital Systems and Administration
Job role	SSDCL08 Point-of-sale (POS) and Garment Tracking Systems Administrator
Job role description	Manages, configures and maintains point-of-sale (POS) systems and garment tracking platforms used in dry cleaning operations. Ensures accurate transaction processing, customer data management and garment traceability across all stages of production. In the Australian dry cleaning industry—where operations must comply with privacy, data security and operational requirements—the role supports system reliability, data accuracy and workflow integration, working closely with front-of-house staff, production teams and technical support providers.
Performance expectations	- Managing POS system operations including transactions, pricing and customer records. - Maintaining garment tracking systems to ensure accurate identification and workflow visibility. - Ensuring data accuracy and integrity across systems and processes. - Troubleshooting system issues and coordinating technical support where required. - Maintaining system configurations, updates and backups. - Ensuring compliance with data security and privacy requirements. - Supporting staff in effective system usage and troubleshooting. - Contributing to continuous improvement in system efficiency and customer service outcomes.
Specialisation	POS system management, garment tracking systems (barcode/RFID), system integration, workflow automation,

	database management, reporting and analytics, cloud systems, user support and training, data security, CRM systems, mobile and digital transactions.
Application in other TCF sectors	• Commercial laundry and linen services supporting digital tracking and customer management systems. • Textile manufacturing and finishing supporting production tracking and inventory management systems. • Apparel production and garment finishing supporting order management and product tracking systems. • Technical textile and specialty services supporting digital workflow and tracking platforms. • Textile restoration services supporting customer and garment tracking systems. • Leather and suede processing supporting order tracking and production coordination systems. • Manufacturing and processing industries supporting ERP, POS and production tracking systems.

2. Key tasks and critical work functions

Key tasks	• Configuring POS systems including pricing, services and customer records. • Managing garment tracking systems including tagging, scanning and workflow tracking. • Monitoring system performance and resolving operational issues. • Maintaining databases and ensuring data accuracy. • Coordinating system updates and software maintenance. • Providing user support and training for staff. • Maintaining system documentation and procedures. • Following data security and operational procedures.
Critical work functions	• Ensuring accuracy of customer transactions and garment tracking. • Maintaining system reliability and uptime. • Protecting customer data and ensuring compliance with privacy requirements. • Managing system workflows to support production efficiency. • Coordinating with technical support providers. • Supporting integration between POS, tracking and production systems.

3. Technical skills

POS systems	Managing point-of-sale systems including transactions and pricing.
Garment tracking systems	Maintaining tagging, scanning and tracking platforms.
Database management	Managing customer and operational data.
System configuration	Configuring software settings and workflows.
Troubleshooting	Diagnosing and resolving system issues.
Software updates	Managing system updates and patches.

Data security	Ensuring protection of customer and operational data.
Integration systems	Managing links between POS, tracking and production systems.

4. Generic Skills

Problem solving	Resolving system and data issues.
Communication	Supporting staff and coordinating with service providers.
Teamwork	Working with front-of-house and production teams.
Time management	Managing system tasks and priorities.
Attention to detail	Ensuring accuracy in data and transactions.
Adaptability	Responding to system updates and new technologies.
Safety awareness	Applying data security and system safety practices.

5. Emerging skills

Emerging skills	• Adopting cloud-based POS and tracking systems. • Applying data analytics for customer and operational insights. • Using mobile and contactless transaction technologies. • Implementing automated workflow tracking systems. • Integrating digital platforms across business operations. • Supporting cybersecurity and data protection practices.
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6. VET Qualifications and Skill Sets

Entry-level preparation	ICT40120 Certificate IV in Information Technology or equivalent.
Advanced development	ICT50220 Diploma of Information Technology or equivalent.

7. Job progression

Possible job progression	Systems Administrator → Senior Systems Administrator → IT Coordinator → Operations Manager.
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8. Classification

Australian Qualifications Framework	AQF Level 4-5.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 2.
Open Source Classification of Occupations for Australia (OSCA)	314231ICT Customer Support Officer.



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