

SSDCL11 Customer Service / Front Counter Assistant

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	Customer Service and Retail Operations
Job role	SSDCL11 Service / Front Counter Assistant
Job role description	Provides front-of-house customer service including receiving garments, issuing orders, processing transactions and coordinating customer requests to support smooth dry cleaning operations and high-quality service delivery. In small Australian dry cleaning operations—where roles are often multi-skilled—the Customer Service / Front Counter Assistant also supports garment tagging, basic spotting coordination, workflow communication and general store operations while ensuring compliance with workplace health, safety and customer service standards.
Performance expectations	- Receiving and assessing garments to identify service requirements and customer expectations. - Recording accurate customer and garment details using point-of-sale (POS) and tracking systems. - Processing transactions including payments, invoicing and order management. - Ensuring correct tagging, labelling and tracking of garments through the production process. - Providing clear communication to customers regarding services, timelines and garment care. - Coordinating with production staff to manage workflow and customer priorities. - Maintaining front-of-house presentation and customer service standards. - Supporting small business operations including basic garment handling, sorting and coordination tasks. - Ensuring compliance with workplace procedures, privacy requirements and service standards. - Contributing to continuous improvement in customer satisfaction and operational efficiency.

Specialisation	Garment care advisory, POS systems operation, workflow coordination, small business operations support.
Application in other TCF sectors	• Commercial laundry and linen services supporting customer service coordination and order processing. • Textile manufacturing and finishing supporting order management and customer liaison functions. • Apparel production and garment finishing supporting customer-facing sales and order coordination roles. • Technical textile and specialty services supporting client communication and service delivery coordination. • Textile restoration services supporting customer intake, documentation and service tracking. • Leather and suede processing supporting customer consultation and order handling processes. • Manufacturing and processing industries supporting customer service, order processing and workflow coordination.

2. Key tasks and critical work functions

Key tasks	• Receiving garments and identifying service requirements through customer interaction. • Tagging and recording garments accurately using POS and tracking systems. • Processing payments and issuing receipts and invoices. • Explaining services, pricing and turnaround times to customers. • Coordinating garment flow between front counter and production areas. • Handling customer enquiries, complaints and service adjustments. • Maintaining front-of-house cleanliness and organisation. • Supporting small business operations including sorting, basic inspection and coordination tasks.
Critical work functions	• Ensuring accuracy in garment identification, tagging and order processing. • Maintaining high levels of customer service and communication. • Protecting customer data and transaction integrity. • Managing workflow coordination between customer service and production. • Resolving customer issues effectively to maintain satisfaction. • Supporting operational efficiency in small business environments.

3. Technical skills

POS systems operation	Operating point-of-sale systems for transactions, order entry and customer records.
Garment tagging and tracking	Recording and tracking garments accurately through production systems.
Customer service systems	Managing customer interactions and service records.
Order processing	Processing invoices, payments and service orders.

Basic garment assessment	Identifying garment types and service requirements at intake.
Data entry	Maintaining accurate records in digital systems.
Workflow coordination	Coordinating garment movement between front-of-house and production.

4. Generic Skills

Communication	Providing clear and professional interaction with customers and team members.
Customer service	Delivering high-quality service and managing customer expectations.
Attention to detail	Ensuring accuracy in garment handling and order processing.
Problem solving	Resolving customer issues and operational challenges.
Teamwork	Working collaboratively with production and management staff.
Time management	Managing workload and customer flow effectively.
Adaptability	Responding to varied customer needs and operational demands.

5. Emerging skills

Emerging skills	• Adopting digital and mobile POS systems for enhanced customer interaction. • Applying customer relationship management (CRM) tools. • Using automated garment tracking and notification systems. • Implementing contactless payment and service technologies. • Supporting data-driven customer service improvements. • Integrating digital platforms across customer service and operations.
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6. VET Qualifications and Skill Sets

Entry-level preparation	MSTSS00026 Customer service in Laundry or Dry Cleaning Operations Skill Set or equivalent.
Advanced development	BSB30215 Certificate III in Customer Engagement or equivalent.

7. Job progression

Possible job progression	Customer Service Assistant → Senior Customer Service Officer → Front Counter Supervisor → Operations Supervisor → Operations Manager.
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8. Classification

Australian Qualifications Framework	AQF Level 2-3.
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 4.
Open Source Classification of Occupations for Australia (OSCA)	OSCA 631131 – Sales Assistant (General).



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