

# SSDCL26 On-Demand Laundry 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

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| TCF sub-sector           | Commercial Laundry and Linen Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Functional area          | On demand laundry collection and pick up services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Job role                 | SSDCL26 On-Demand Laundry Customer Service Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Job role description     | <p>Manages customer interactions, order intake and service communication for on-demand laundry services, ensuring accurate processing, responsiveness and high-quality customer experience.</p> <p>In the Australian laundry industry—where digital ordering, rapid turnaround and service reliability are critical—the On Demand Customer Service Officer coordinates customer requests, supports order tracking and resolves service issues while working closely with dispatch, production and delivery teams.</p>                                                                                                                                                                                                                                                                                                                                  |
| Performance expectations | <ul style="list-style-type: none"> <li>Managing customer enquiries via phone, app, online platforms and in-person.</li> <li>Processing on-demand orders accurately within digital systems.</li> <li>Providing real-time updates on order status and delivery timing.</li> <li>Coordinating with dispatch and production teams to align customer expectations.</li> <li>Resolving customer issues, complaints and service queries.</li> <li>Maintaining customer records and service history in customer relationship management (CRM) systems.</li> <li>Supporting customer retention and satisfaction initiatives.</li> <li>Ensuring accuracy in order details, pricing and service requirements.</li> <li>Meeting response time and service level targets.</li> <li>Contributing to continuous improvement in customer service processes.</li> </ul> |
| Specialisation           | Customer service systems, CRM platforms, digital ordering systems, complaint resolution, service coordination.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| Application in other TCF sectors | <ul style="list-style-type: none"> <li>Commercial laundry and linen services supporting customer interaction and order processing functions.</li> <li>Textile manufacturing and finishing supporting customer communication and order management.</li> <li>Apparel production and garment finishing supporting customer service and order coordination.</li> <li>Technical textile and specialty services supporting client communication and service delivery.</li> <li>Textile restoration services supporting customer engagement and service coordination.</li> <li>Leather and suede processing supporting customer service and order handling functions.</li> <li>Manufacturing and service industries supporting customer interaction and service delivery systems.</li> </ul> |
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## 2. Key tasks and critical work functions

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| Key tasks               | <ul style="list-style-type: none"> <li>Receiving and processing customer orders through digital and manual channels.</li> <li>Updating customers on order status and delivery schedules.</li> <li>Coordinating with dispatch and production teams.</li> <li>Managing customer enquiries and service requests.</li> <li>Resolving complaints and service issues.</li> <li>Maintaining accurate customer records in CRM systems.</li> <li>Supporting promotional and customer engagement activities.</li> <li>Following organisational procedures for customer service and data handling.</li> </ul> |
| Critical work functions | <ul style="list-style-type: none"> <li>Ensuring accuracy in order intake and processing.</li> <li>Maintaining high levels of customer satisfaction.</li> <li>Providing timely and clear communication.</li> <li>Supporting seamless coordination across teams.</li> <li>Preventing service errors and miscommunication.</li> <li>Adapting to real-time customer and operational demands.</li> </ul>                                                                                                                                                                                                |

## 3. Technical skills

|                             |                                                        |
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| CRM systems                 | Managing customer information and interaction records. |
| Order management systems    | Processing and tracking customer orders.               |
| Digital communication tools | Using platforms for real-time customer interaction.    |
| Service coordination        | Aligning customer requests with operational workflows. |
| Data entry and accuracy     | Maintaining precise order and customer records.        |
| Reporting systems           | Generating customer service and performance reports.   |
| Payment systems             | Processing transactions and service charges.           |

## 4. Generic Skills

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| Communication   | Engaging effectively with customers and teams.     |
| Problem solving | Resolving customer issues and service disruptions. |

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| Attention to detail | Ensuring accuracy in order processing and records.          |
| Time management     | Managing multiple customer interactions and tasks.          |
| Teamwork            | Working collaboratively with dispatch and production teams. |
| Adaptability        | Responding to changing customer and operational needs.      |
| Customer focus      | Delivering high-quality service and customer experience.    |

## 5. Emerging skills

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Emerging skills | <ul style="list-style-type: none"> <li>• Using AI-driven customer service and chatbot systems.</li> <li>• Integrating customer service with mobile apps and platforms.</li> <li>• Applying data analytics for customer behaviour insights.</li> <li>• Supporting omnichannel customer engagement strategies.</li> <li>• Enhancing digital service experience and automation.</li> <li>• Improving customer retention through personalised services.</li> </ul> |
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## 6. VET Qualifications and Skill Sets

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| 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

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| Possible job progression | Customer Service Officer → Senior Customer Service Officer → Customer Service Supervisor → Operations Manager. |
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## 8. Classification

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|----------------------------------------------------------------|-----------------------------------|
| Australian Qualifications Framework                            | AQF Level 2-3.                    |
| Australian Bureau of Statistics (ABS) Skill Levels             | Skill Level 5.                    |
| Open Source Classification of Occupations for Australia (OSCA) | 631131 Sales Assistant [General]. |



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