

SSDCL27 On-Demand Laundry Driver - 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	Commercial Laundry and Linen Services
Functional area	On demand laundry collection and pick up services
Job role	SSDCL27 On-Demand Laundry Driver-Operator
Job role description	Performs collection and delivery of laundry items while managing frontline customer interactions, ensuring accurate order handling, timely service and positive customer experience. In the Australian laundry industry—where on-demand services and rapid turnaround are increasingly important—the Driver-Operator acts as both a logistics operator and customer-facing representative, coordinating collection, delivery and communication to support seamless service delivery.
Performance expectations	- Collecting soiled laundry from customers according to schedules or on-demand requests. - Delivering clean laundry accurately and on time. - Managing customer interactions during collection and delivery. - Verifying order details including quantities and service requirements. - Maintaining accurate documentation and digital tracking of orders. - Coordinating with dispatch and customer service teams. - Ensuring safe handling and transport of linen. - Maintaining vehicle cleanliness and operational readiness. - Meeting service level agreements and delivery timeframes. - Contributing to customer satisfaction and service quality.
Specialisation	Delivery operations, route management, customer interaction, digital tracking systems, logistics coordination.
Application in other TCF sectors	- Commercial laundry and linen services supporting collection, delivery and customer interaction functions. - Textile manufacturing and finishing supporting logistics and delivery coordination.

	• Apparel production and garment finishing supporting order fulfilment and delivery services. • Technical textile and specialty services supporting specialised delivery and customer service. • Textile restoration services supporting customer collection and delivery coordination. • Leather and suede processing supporting logistics and customer-facing delivery functions. • Manufacturing and service industries supporting delivery operations and customer interaction roles.
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2. Key tasks and critical work functions

Key tasks	• Collecting laundry from customers and verifying order details. • Delivering clean laundry and confirming receipt with customers. • Managing customer enquiries during service interactions. • Updating delivery and collection status in digital systems. • Coordinating with dispatch for route and schedule adjustments. • Ensuring safe loading, transport and unloading of items. • Maintaining vehicle condition and reporting issues. • Following workplace procedures for safety and customer service.
Critical work functions	• Ensuring accuracy in collection and delivery of orders. • Maintaining high standards of customer interaction and service. • Supporting efficient routing and timely service delivery. • Preventing loss or damage of items during transport. • Ensuring compliance with safety and transport requirements. • Coordinating effectively with dispatch and operations teams.

3. Technical skills

Driving and transport	Operating vehicles safely and efficiently for collection and delivery.
Route management	Following and adapting delivery routes to meet schedules.
Order verification	Checking and confirming order details with customers.
Digital tracking systems	Updating and managing delivery status in systems.
Loading and handling	Handling linen safely during transport.
Customer interaction systems	Managing communication and service delivery.
Vehicle maintenance	Maintaining vehicle condition and reporting issues.

4. Generic Skills

Communication	Engaging effectively with customers and teams.
Customer service	Providing professional and responsive service interactions.

Time management	Managing delivery schedules and timeframes.
Problem solving	Resolving delivery and customer issues.
Attention to detail	Ensuring accuracy in order handling.
Adaptability	Responding to changing routes and customer needs.
Responsibility	Maintaining accountability for deliveries and customer interactions.

5. Emerging skills

Emerging skills	• Using app-based delivery and tracking systems. • Integrating delivery operations with digital customer platforms. • Applying route optimisation technologies. • Supporting same-day and rapid delivery models. • Enhancing customer experience through real-time updates. • Improving sustainability through efficient routing and fuel use.
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6. VET Qualifications and Skill Sets

Entry-level preparation	TLI21221 Certificate II in Driving Operations with valid relevant driver licence.
Advanced development	TLI31222 Certificate III in Driving Operations with valid relevant driver licence.

7. Job progression

Possible job progression	Driver-Operator → Senior Driver / Dispatcher → Dispatch Coordinator → Logistics 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)	7122341 Delivery Person.



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