

Carpet Cleaner Job Description

A comprehensive job description template
for Australian cleaning businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and cleaning industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Carpet Cleaner / Carpet Cleaning Technician / Steam Cleaning Operator

1.2 Position Summary

The Carpet Cleaner specializes in deep cleaning carpets, rugs and upholstered furniture using hot water extraction (steam cleaning) equipment, chemical treatments and specialized techniques. This role combines technical knowledge of different fibres and stains with physical work, equipment operation and customer service skills.

The position requires attention to detail, problem-solving abilities and the physical capability to operate heavy equipment and work in various positions. Carpet Cleaners must understand chemical properties, follow safety procedures and deliver high-quality results that meet or exceed customer expectations.

1.3 Reporting Structure

This position reports to:

- Operations Manager / Cleaning Services Manager
- Team Leader / Field Supervisor
- Business Owner / General Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on job bookings)
- Part-time (regular rostered days)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Carpet Steam Cleaning and Deep Cleaning

- Operate hot water extraction (steam cleaning) machines to deep clean carpets
- Pre-treat carpets with appropriate cleaning solutions
- Remove dirt, allergens, dust mites and contaminants from carpet fibres
- Ensure thorough coverage and even cleaning across all areas
- Post-treat carpets with protective solutions when required
- Assess carpet condition before and after cleaning
- Estimate drying times and advise customers accordingly

2.2 Stain Removal and Spot Treatment

- Identify different types of stains (protein, tannin, oil-based, etc.)
- Select and apply appropriate stain removal techniques
- Test cleaning solutions in inconspicuous areas
- Use specialized stain removal products and tools
- Remove stubborn stains using chemical and mechanical methods
- Set realistic expectations with customers about stain removal outcomes
- Document pre-existing stains and damage

2.3 Upholstery and Fabric Cleaning

- Clean fabric furniture using appropriate techniques
- Clean curtains, drapes and fabric window treatments
- Identify fabric types and select suitable cleaning methods
- Check manufacturer labels and cleaning codes
- Use upholstery cleaning attachments and tools
- Apply fabric protectors when requested
- Handle delicate and specialty fabrics with care

2.4 Equipment Operation and Maintenance

- Operate truck-mounted or portable steam cleaning systems
- Set up equipment including hoses, wands and attachments
- Adjust water temperature, pressure and chemical ratios
- Perform routine equipment maintenance and cleaning
- Report equipment faults and arrange repairs
- Load and unload heavy equipment from vehicles
- Maintain equipment in clean, working condition

2.5 Chemical Mixing and Safety

- Mix and dilute cleaning chemicals according to specifications
- Calculate correct chemical ratios for different applications
- Read and understand safety data sheets (SDS)
- Use personal protective equipment (PPE) appropriately
- Store chemicals safely and securely
- Handle and dispose of chemical waste correctly
- Follow WHS procedures for chemical handling

2.6 Site Preparation and Furniture Moving

- Move light to medium furniture to access carpeted areas
- Protect furniture with plastic covers or padding
- Protect walls, skirting boards and doorways
- Return furniture to original positions after cleaning
- Place protective pads under furniture legs on damp carpet
- Vacuum carpets before steam cleaning
- Leave site clean and tidy after job completion

2.7 Customer Service and Communication

- Greet customers professionally and courteously
- Explain cleaning processes and procedures
- Provide care instructions for cleaned carpets and upholstery
- Address customer questions and concerns
- Manage customer expectations about results and drying times
- Process payments and complete job documentation
- Maintain professional appearance and behaviour at all times

3. Required Skills and Attributes

3.1 Essential Skills

Technical Knowledge

Understanding of different carpet types (wool, nylon, polyester, etc.). Knowledge of cleaning methods and when to use them. Ability to identify fabric types and select appropriate treatments. Understanding of pH levels and chemical properties.

Equipment Operation

Competency in operating steam cleaning machines and extractors. Ability to maintain and troubleshoot equipment. Understanding of pressure, temperature and chemical injection settings. Safe handling of hoses, wands and cleaning tools.

Chemical Handling

Safe mixing and dilution of cleaning chemicals. Understanding of safety data sheets. Knowledge of chemical interactions and compatibility. Proper use of personal protective equipment (gloves, safety glasses, etc.).

Problem Solving

Ability to assess carpet condition and select appropriate methods. Adaptability when standard techniques are not effective. Creative approaches to stubborn stains. Good judgment about achievable results.

3.2 Personal Attributes

- Professional, courteous and customer-focused demeanour
- Strong attention to detail and quality standards
- Physical fitness and stamina for manual work

- Reliability and punctuality for scheduled appointments
- Ability to work independently with minimal supervision
- Good time management and efficiency
- Neat and professional appearance
- Good communication and customer service skills
- Problem-solving mindset
- Commitment to workplace safety

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Valid driver licence (for travel to job sites)
- Ability to lift and carry equipment up to 25kg
- Physical capability for manual work and varied positions
- Ability to work flexible hours including weekends
- Basic English language skills for customer communication
- Willingness to undergo chemical handling training

4.2 Desirable Qualifications

- Previous carpet cleaning or specialized cleaning experience
- Certificate III in Cleaning Operations or equivalent
- Experience with steam cleaning and extraction equipment
- Chemical handling or hazardous substances training
- Manual handling certificate
- First Aid certificate
- Customer service experience

4.3 Experience

Previous experience in carpet cleaning, commercial cleaning or related fields is highly valued. Entry-level positions are available for motivated candidates willing to learn. Experienced carpet cleaners should demonstrate competency in equipment operation, knowledge of different cleaning methods and proven ability to deliver high-quality results on various carpet types and stains.

5. Working Conditions

5.1 Hours of Work

- Variable shifts based on customer bookings and job requirements

- Early morning starts common (7am-8am)
- Evening and weekend work regularly required
- Job durations vary from 1-2 hours to full day assignments
- Travel time between job sites
- Roster provided in advance where possible

5.2 Physical Requirements

- Ability to lift and carry heavy equipment (up to 25kg)
- Extended periods of standing, kneeling and bending
- Push and pull steam cleaning equipment and hoses
- Move light to medium furniture
- Work in various positions including kneeling and crouching
- Physical stamina for full-day assignments

5.3 Work Environment

- Work in residential homes and commercial premises
- Indoor work in various building types and conditions
- Exposure to dust, dirt and allergens
- Exposure to cleaning chemicals (with appropriate PPE)
- Varying temperatures and working conditions
- Interaction with customers and building occupants

5.4 Travel Requirements

- Travel between multiple job sites daily
- Use of company vehicle or personal vehicle (with allowance)
- Valid driver licence essential
- Service area covers [specify geographic region]
- Load and unload equipment from vehicle
- Travel time compensated as per award requirements

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Cleaning Services Award 2020 (MA000022). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in the cleaning services industry.

6.2 Classification Level

Carpet Cleaners are generally classified under the award as:

- Level 3: Carpet cleaner with technical skills in equipment operation and chemical handling
- Level 4: Senior carpet cleaner with advanced skills, training responsibilities or supervisory duties
- Higher levels: Experienced technicians with specialized skills or team leadership responsibilities

The specific classification level will be determined based on skills, experience and duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 200% of base rate
- Public holidays: 250% of base rate
- Overtime rates as per award provisions

Additional allowances may apply for:

- Travel between job sites during working hours
- Use of personal vehicle (kilometre allowance)
- Working in extreme conditions

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Cleaning Services Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive punctually for all scheduled appointments
- Maintain professional appearance in company uniform
- Treat customers, their property and possessions with respect
- Maintain confidentiality about customer homes and businesses
- Follow company policies, procedures and safety protocols
- Notify management of absence or lateness immediately

7.2 Quality Standards

- Deliver consistently high-quality cleaning results
- Follow established cleaning procedures and techniques
- Inspect work thoroughly before leaving each job site
- Address any quality concerns before job completion
- Seek feedback from customers and management
- Continuously improve skills and techniques

7.3 Safety and Compliance

- Follow all workplace health and safety procedures
- Use personal protective equipment (PPE) as required
- Handle chemicals safely according to SDS and training
- Practice safe manual handling techniques
- Report all incidents, accidents and hazards immediately
- Maintain equipment in safe working condition

7.4 Customer Service

- Provide friendly, professional service to all customers
- Communicate clearly about processes and timing
- Listen to customer concerns and respond appropriately
- Manage customer expectations realistically
- Handle complaints professionally and escalate when needed
- Build positive relationships to encourage repeat business

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation
- Copies of relevant qualifications and certificates
- Copy of driver licence
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview at business premises
- Practical skills assessment or equipment demonstration
- Reference checks
- Driver licence verification
- Pre-employment health assessment (if required)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____