

Commercial 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

Commercial Cleaner / Office Cleaner / Building Cleaner

1.2 Position Summary

The Commercial Cleaner is responsible for maintaining cleanliness, hygiene and presentation standards in commercial premises including offices, retail spaces, public buildings and other business facilities. This role requires attention to detail, reliability and the ability to work independently or as part of a team, often outside standard business hours.

The position involves general cleaning duties including vacuuming, mopping, dusting, sanitizing surfaces, waste disposal and restocking consumables. Commercial cleaners must work efficiently, follow cleaning schedules, use equipment safely and maintain high standards of cleanliness across all areas.

1.3 Reporting Structure

This position reports to:

- Cleaning Supervisor / Team Leader
- Area Manager / Site Manager
- Operations Manager

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on client needs)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 General Cleaning Duties

- Vacuum carpets, rugs and floor coverings throughout premises
- Mop and clean hard floors including tiles, vinyl and timber
- Dust and wipe desks, workstations, furniture and fixtures
- Clean windows, glass partitions and mirrors
- Remove cobwebs and clean ceiling vents
- Spot clean walls and remove marks
- Clean and polish entrance areas and lobbies

2.2 Bathroom and Washroom Cleaning

- Clean and sanitize toilets, urinals and bathroom fixtures
- Scrub and disinfect sinks, taps and hand basins
- Clean mirrors and polish chrome fittings
- Mop bathroom floors and remove any spills
- Check and report any maintenance issues
- Ensure bathrooms are left fresh and presentable
- Refill soap dispensers, paper towel and toilet paper

2.3 Kitchen and Breakroom Cleaning

- Clean kitchen benches, sinks and appliances
- Wipe down refrigerators, microwaves and other equipment
- Clean tables, chairs and breakroom furniture
- Wash and put away dishes if required
- Mop kitchen floors and remove spills
- Dispose of food waste and clean bins
- Restock kitchen supplies as directed

2.4 Waste Management

- Empty all bins and replace bin liners
- Separate recyclables where required
- Take rubbish to designated collection areas
- Clean and sanitize bins when needed
- Report any overflowing or damaged bins
- Follow site-specific waste management procedures

2.5 Consumable Restocking

- Refill soap dispensers in bathrooms and kitchens
- Restock toilet paper and paper towel
- Replace air fresheners as needed
- Report low stock levels to supervisor
- Check and maintain adequate supply levels
- Store supplies neatly in designated areas

2.6 Equipment and Chemical Management

- Use cleaning equipment correctly and safely
- Operate vacuum cleaners, mops and other cleaning tools

- Handle cleaning chemicals according to safety procedures
- Wear appropriate personal protective equipment (PPE)
- Report faulty or damaged equipment immediately
- Store equipment and chemicals securely after use
- Follow chemical dilution and usage instructions

2.7 Quality and Communication

- Follow daily cleaning checklists and schedules
- Complete work to required standards within timeframes
- Report maintenance issues or damage to supervisor
- Communicate any problems or concerns promptly
- Respond to client requests professionally
- Work cooperatively with other cleaners and staff
- Maintain confidentiality regarding client premises

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Thorough approach to cleaning with ability to notice areas requiring attention. Consistent high standards across all cleaning tasks. Attention to corners, edges and often-missed areas. Quality focus and pride in work results.

Time Management

Ability to complete cleaning tasks within allocated timeframes. Efficient work methods and prioritization. Managing multiple sites or areas effectively. Understanding of cleaning schedules and deadlines.

Physical Fitness

Physical capability for standing, walking and bending during shifts. Ability to lift and carry cleaning equipment and supplies. Stamina for repetitive cleaning tasks. Manual dexterity for detailed cleaning work.

Safety Awareness

Understanding of safe work practices in cleaning. Proper handling of cleaning chemicals and products. Correct use of personal protective equipment. Awareness of workplace hazards and how to prevent accidents.

3.2 Personal Attributes

- Reliable and punctual with excellent attendance record
- Trustworthy and honest when working unsupervised
- Professional approach to work and interactions
- Ability to work independently with minimal supervision
- Team player who cooperates with colleagues

- Flexible regarding shift times and locations
- Positive attitude and willingness to help
- Respectful of client premises and property
- Good personal hygiene and presentation
- Ability to follow instructions and procedures

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (visa or citizenship)
- Ability to work flexible hours including early mornings and evenings
- Physical fitness for cleaning duties
- Basic understanding of English (written and spoken)
- Ability to follow instructions and safety procedures

4.2 Desirable Qualifications

- National Police Check (required for some secure sites)
- Current First Aid certificate
- Driver's license and reliable transport
- Previous commercial cleaning experience
- Chemical handling or safety training
- Working at heights certificate (for specialized cleaning)

4.3 Experience

Entry-level positions are available for candidates without prior cleaning experience. Training will be provided in cleaning techniques, equipment use, chemical safety and site-specific procedures. Experienced commercial cleaners should demonstrate reliability, quality workmanship, understanding of cleaning products and ability to work efficiently without supervision.

5. Working Conditions

5.1 Hours of Work

- Early morning shifts (typically starting 5am-6am)
- Evening shifts (typically starting 5pm-7pm)
- Weekend work may be required depending on client needs
- Shift lengths typically 2-4 hours per site
- Part-time or full-time hours available
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for duration of shifts
- Bending, kneeling and reaching during cleaning tasks
- Lifting and carrying cleaning equipment (up to 15kg)
- Pushing vacuum cleaners and cleaning equipment
- Repetitive arm and hand movements
- Good vision for spotting areas requiring cleaning

5.3 Work Environment

- Indoor commercial premises (offices, retail, public buildings)
- Climate-controlled environments in most locations
- Exposure to cleaning chemicals and products
- Working alone or with small teams
- Multiple sites may be required
- Access to client premises outside business hours

5.4 Uniform and Presentation

- Uniform provided by employer (typically polo shirt and pants)
- Closed, non-slip footwear required (safety boots for some sites)
- Neat and professional appearance
- Hair tied back if required for safety
- Personal protective equipment (PPE) provided and must be worn
- Identification badge may be required at some sites

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 commercial and contract cleaning services.

6.2 Classification Level

Commercial cleaners are generally classified under the award as:

- Level 1: General cleaner performing routine cleaning duties
- Level 2: Cleaner with additional responsibilities or specialized cleaning tasks
- Level 3: Experienced cleaner or leading hand with supervisory duties

The specific classification level will be determined based on duties performed and level of responsibility.

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
- Evening work (after 6pm Monday-Friday): 130% of base rate
- Night work (midnight to 6am): 150% of base rate

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 on time for all scheduled shifts in full uniform
- Notify supervisor immediately if unable to attend shift
- Respect client property and maintain confidentiality
- Follow all company policies and procedures
- Represent the company professionally at all times
- Maintain good relationships with clients and colleagues

7.2 Quality Standards

- Complete all tasks on cleaning checklist thoroughly
- Maintain consistent high-quality cleaning standards
- Work efficiently within allocated timeframes
- Report any maintenance issues or damage immediately
- Respond promptly to client feedback or concerns
- Take pride in quality of work produced

7.3 Safety and Chemical Use

- Follow safe work procedures at all times
- Use cleaning chemicals according to instructions
- Wear personal protective equipment when required
- Report all incidents, accidents and hazards immediately
- Maintain equipment in good working condition
- Store chemicals and equipment safely and securely

7.4 Teamwork Expectations

- Cooperate with team members and supervisors
- Communicate effectively about work progress
- Help colleagues when needed
- Share information about site-specific requirements
- Accept feedback constructively and make improvements
- Assist with training new cleaners when requested

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including work history
- Cover letter outlining relevant experience and availability
- Contact details for at least two referees
- Copies of relevant certificates (if applicable)
- Confirmation of working rights in Australia

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview with supervisor or manager
- Reference checks with previous employers
- Police check for secure sites (if required)
- Practical assessment or trial shift may be arranged
- Pre-employment paperwork and induction

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: ____ / ____ / ____