

Housekeeper (Commercial) Job Description

A comprehensive job description template
for Australian accommodation and 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, property 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

Housekeeper / Room Attendant / Cleaner

1.2 Position Summary

The Housekeeper is responsible for maintaining cleanliness, hygiene and presentation standards in guest rooms, resident areas and common spaces in hotels, motels, serviced apartments, aged care facilities or other commercial settings. This role ensures guests and residents experience a clean, comfortable and welcoming environment.

The position requires attention to detail, efficiency and a professional approach to cleaning duties. Housekeepers must work independently or as part of a team, follow established cleaning procedures and maintain high standards of presentation and hygiene.

1.3 Reporting Structure

This position reports to:

- Housekeeping Supervisor / Head Housekeeper
- Accommodation Manager / Front Office Manager
- Facilities Manager / General Manager

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Room Cleaning and Preparation

- Clean and service guest rooms, suites or resident rooms to established standards
- Make beds with fresh linen and arrange bedding neatly
- Change towels and replenish bathroom supplies
- Vacuum carpets, rugs and upholstered furniture
- Mop hard floors and ensure all surfaces are clean
- Dust furniture, fixtures, mirrors and surfaces
- Empty waste bins and replace liners

2.2 Bathroom Cleaning and Sanitization

- Clean and disinfect toilets, showers, bathtubs and sinks
- Polish mirrors, chrome fixtures and glass surfaces
- Scrub tiles, grout and bathroom floors
- Replenish soap, shampoo, toilet paper and other amenities
- Remove soap scum, limescale and water marks
- Ensure bathrooms meet hygiene and presentation standards

2.3 Amenities and Supplies

- Restock room amenities including toiletries, tea, coffee and water
- Replenish cleaning supplies on housekeeping trolley
- Check minibar and in-room items for restocking (if applicable)
- Ensure adequate supply of linen, towels and cleaning products
- Collect and record stock usage
- Report low stock levels to supervisor

2.4 Common Areas and Public Spaces

- Clean and maintain lobbies, hallways and corridors
- Vacuum and mop common area floors
- Dust and wipe furniture, surfaces and fixtures
- Clean elevators, stairwells and entrance areas
- Empty and clean public area bins
- Maintain cleanliness of staff areas and back-of-house spaces

2.5 Maintenance Reporting

- Inspect rooms for damage, wear or maintenance issues
- Report broken fixtures, appliances or equipment
- Identify and report safety hazards
- Complete maintenance request forms
- Communicate urgent issues to supervisor immediately
- Follow up on reported maintenance to ensure resolution

2.6 Lost Property and Security

- Handle lost property according to procedures
- Report found items to lost property office or supervisor
- Respect guest privacy and confidentiality
- Lock rooms and secure keys after cleaning

- Report suspicious activity or security concerns
- Follow access control and security protocols

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Meticulous approach to cleaning and presentation. Ability to spot areas needing attention. Thorough in checking all surfaces, corners and fixtures. High standards for cleanliness and appearance.

Time Management

Efficient cleaning within time targets. Ability to prioritize rooms based on urgency. Managing multiple rooms per shift. Working at a consistent pace without compromising quality.

Physical Fitness

Stamina for prolonged standing, walking and physical activity. Ability to lift and carry linen, supplies and equipment. Bending, reaching and kneeling during cleaning tasks. Physical capability for repetitive movements.

Product Knowledge

Understanding of cleaning products and their appropriate use. Knowledge of chemical safety and dilution ratios. Ability to select correct product for each surface type. Awareness of eco-friendly and sustainable cleaning options.

3.2 Personal Attributes

- Reliable, punctual and consistent work ethic
- Professional appearance and personal hygiene
- Discretion and respect for guest privacy
- Positive, friendly demeanor
- Ability to work independently with minimal supervision
- Team player who supports colleagues
- Flexible and adaptable to changing priorities
- Honest and trustworthy
- Pride in work and attention to presentation
- Willingness to learn and improve

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- National Police Check (or willingness to obtain)
- Physical ability to perform cleaning duties

- Ability to work flexible hours including weekends and public holidays
- Basic English language skills for communication and understanding instructions

4.2 Desirable Qualifications

- Certificate II or III in Cleaning Operations
- Previous housekeeping or commercial cleaning experience
- First Aid certificate
- Chemical safety training
- Manual handling certificate
- Experience in hospitality or aged care environments

4.3 Experience

Entry-level positions are available for candidates with no prior housekeeping experience. On-the-job training will be provided covering cleaning procedures, product use, safety protocols and quality standards. Previous experience in hotels, motels, serviced apartments, aged care or commercial cleaning is highly valued for experienced positions.

5. Working Conditions

5.1 Hours of Work

- Shifts typically between 7am and 6pm to align with check-out/check-in times
- Weekend and public holiday work required
- Shift lengths typically 4-8 hours
- Peak periods during high occupancy and event times
- Roster provided in advance as per award requirements
- Early morning starts common (from 7am or earlier)

5.2 Physical Requirements

- Prolonged standing and walking throughout shift
- Lifting and carrying linen, supplies and equipment (up to 15kg)
- Bending, kneeling and reaching during cleaning tasks
- Pushing and pulling housekeeping trolleys
- Repetitive movements including wiping, scrubbing and vacuuming
- Physical stamina for full shift duration

5.3 Work Environment

- Indoor hotel, motel, aged care or commercial facility
- Climate-controlled environment
- Working in guest rooms and private spaces

- Exposure to cleaning chemicals and products
- Noise from vacuum cleaners and equipment
- Fast-paced during peak check-out periods
- Working alone in rooms or as part of housekeeping team

5.4 Uniform and Presentation

- Uniform provided by employer (or specified dress code)
- Closed, non-slip footwear required
- Neat and professional appearance
- Hair tied back for safety and hygiene
- Minimal jewellery
- Name badge to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Cleaning Services Award 2020 (MA000022). This modern award sets minimum pay rates, penalty rates, allowances and conditions for employees performing cleaning work in hotels, motels, aged care facilities, commercial buildings and other settings.

6.2 Classification Level

Housekeepers are generally classified under the award based on duties and skill level:

- Level 1: Entry-level housekeeper performing basic cleaning duties under supervision
- Level 2: Experienced housekeeper working independently with full range of cleaning skills
- Level 3: Senior housekeeper with specialized skills or limited supervisory duties

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Overtime rates for hours worked beyond ordinary hours

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

- Treat all guests, residents and colleagues with respect and courtesy
- Maintain strict confidentiality regarding guests and property
- Follow all organizational policies, procedures and standards
- Arrive on time for scheduled shifts in full uniform
- Notify supervisor of absence or lateness as soon as possible
- Accept feedback constructively and implement improvements

7.2 Quality Standards

- Complete all cleaning tasks to established standards
- Ensure rooms meet quality inspection requirements
- Pay attention to detail in all cleaning activities
- Take pride in presentation and cleanliness of areas
- Report any issues that prevent meeting standards
- Participate in quality improvement initiatives

7.3 Safety and Chemical Handling

- Follow safe work procedures at all times
- Use personal protective equipment (PPE) as required
- Handle cleaning chemicals safely and according to instructions
- Practice proper manual handling techniques
- Report all incidents, accidents and hazards immediately
- Keep work areas and trolleys organized and safe

7.4 Guest Service

- Greet guests politely and professionally
- Respond to guest requests courteously
- Respect guest privacy and personal belongings
- Knock and announce before entering rooms
- Communicate guest concerns to supervisor
- Present a positive image of the business

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of qualifications or certificates (if applicable)
- Contact details for two referees
- Working rights documentation

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview
- Practical skills assessment or trial
- Reference checks
- National Police Check
- Property tour and orientation

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: ____ / ____ / ____