

Laundry Attendant Job Description

A comprehensive job description template
for Australian laundry 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, facility 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

Laundry Attendant / Laundry Worker / Laundry Assistant

1.2 Position Summary

The Laundry Attendant is responsible for processing large volumes of linen, uniforms and garments in a commercial laundry facility or on-site laundry service. This role involves sorting, washing, drying, folding and quality checking items to maintain hygiene and presentation standards for hotels, hospitals, aged care facilities or other clients.

The position requires physical stamina, attention to detail and the ability to work efficiently in a hot, fast-paced environment. Laundry Attendants must follow safety procedures, operate commercial laundry equipment safely and maintain quality standards throughout the laundry process.

1.3 Reporting Structure

This position reports to:

- Laundry Supervisor / Laundry Manager
- Housekeeping Manager / Services Manager
- Facility Manager / Operations Manager

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Sorting and Preparing Laundry

- Sort incoming linen and garments by fabric type, color and washing requirements
- Check all pockets and remove foreign objects before washing
- Identify and pre-treat stains using appropriate cleaning products
- Separate heavily soiled items from lightly soiled items
- Tag or label items requiring special handling or belonging to specific clients
- Count and record quantities of items received and processed
- Identify damaged or worn items and set aside for repair or disposal

2.2 Operating Washing Equipment

- Load commercial washing machines according to capacity and fabric type
- Select appropriate wash programs, temperatures and chemical dosing
- Monitor washing cycles and respond to machine alerts or errors
- Transfer washed items to dryers or drying areas promptly
- Operate tumble dryers and flatwork ironers safely
- Ensure items are properly dried to prevent mildew or damage
- Follow manufacturer instructions for all laundry equipment

2.3 Folding, Pressing and Finishing

- Fold clean linen to standard specifications and presentation requirements
- Operate pressing equipment for uniforms and garments
- Iron items by hand when required for special garments
- Package or bundle items according to client requirements
- Hang garments on hangers and cover with protective bags if required
- Maintain consistent folding standards for professional presentation
- Work at pace to meet daily production targets

2.4 Quality Inspection

- Inspect all processed items for cleanliness and proper finishing
- Check for remaining stains, tears, missing buttons or damage
- Rewash items that do not meet quality standards
- Report recurring quality issues or equipment performance problems
- Separate items requiring mending or repair
- Ensure all items are properly cleaned before distribution
- Maintain high standards of hygiene and presentation

2.5 Stock Management and Distribution

- Organize clean linen for storage or delivery to clients
- Maintain accurate counts of processed items
- Prepare orders for delivery or collection
- Restock laundry chemicals, detergents and supplies
- Report low stock levels to supervisor
- Store finished items in clean, organized manner
- Load delivery trolleys or carts with processed laundry

2.6 Equipment Maintenance and Safety

- Perform routine cleaning of washing machines, dryers and work areas
- Remove lint from dryer filters after each cycle
- Report equipment faults or maintenance needs immediately
- Follow all safety procedures when handling chemicals and hot equipment
- Use personal protective equipment including gloves and aprons
- Maintain clean and safe work environment
- Follow manual handling techniques to prevent injury

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Careful inspection of fabrics and garments. Ability to spot stains, damage or items requiring special care. Ensuring all items meet quality standards before finishing. Accurate sorting by fabric type and color.

Physical Stamina

Capability to stand for long periods during shifts. Strength to lift and handle heavy laundry bags and baskets. Endurance for repetitive tasks including folding and loading. Tolerance for hot, humid working conditions.

Time Management

Ability to work efficiently to meet production targets. Managing multiple washing and drying cycles simultaneously. Prioritizing urgent orders or same-day service requirements. Working at consistent pace throughout shift.

Machine Operation

Ability to learn and operate commercial laundry equipment. Following operating procedures for washers, dryers and presses. Understanding fabric care requirements and appropriate settings. Responding to machine alerts and basic troubleshooting.

3.2 Personal Attributes

- Reliable and punctual attendance for all rostered shifts
- Strong work ethic and commitment to quality
- Ability to work independently and as part of a team
- Professional attitude and presentation
- Flexibility to work varied shifts including weekends
- Physical fitness for active, demanding work
- Safety-conscious approach to work
- Positive attitude and willingness to learn
- Ability to follow instructions and procedures
- Tolerance for repetitive tasks and fast-paced environment

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Physical fitness for standing, lifting and repetitive work
- Ability to work in hot, humid environment
- Reliable attendance and punctuality
- Basic understanding of workplace health and safety
- Ability to work flexible roster including weekends if required

4.2 Desirable Qualifications

- Previous commercial laundry or linen service experience
- Experience operating commercial laundry equipment
- Understanding of fabric types and care requirements
- Chemical handling or safety training
- Manual handling certificate
- First Aid certificate
- National Police Check (required for healthcare facilities)

4.3 Experience

Entry-level positions are available with on-the-job training provided. Previous experience in commercial laundry, hospitality housekeeping or linen services is valued. Experienced laundry attendants should demonstrate competency in equipment operation, quality standards and efficient work practices. Reliability and attention to detail are more important than formal qualifications for most positions.

5. Working Conditions

5.1 Hours of Work

- Shifts typically 6-8 hours depending on facility and demand
- Early morning, afternoon or night shifts may be available
- Weekend and public holiday work may be required
- Roster provided in advance as per award requirements
- Peak processing times typically morning and early afternoon
- Overtime may be available during busy periods

5.2 Physical Requirements

- Standing and walking for majority of shift
- Lifting and carrying laundry bags and baskets (up to 15-20kg)

- Repetitive movements including folding, sorting and loading
- Bending and reaching to load/unload equipment
- Manual handling of wet, heavy linen
- Physical stamina for active, fast-paced work

5.3 Work Environment

- Hot and humid conditions due to washing and drying equipment
- Indoor commercial laundry facility or on-site laundry
- Noise from machinery during operation
- Exposure to laundry detergents and cleaning chemicals
- Contact with soiled linen and potential biohazards
- Fast-paced production environment with targets
- Team-based work environment

5.4 Uniform and Safety Equipment

- Uniform provided by employer (typically shirt and trousers)
- Non-slip, closed footwear required
- Protective gloves when handling soiled items or chemicals
- Apron for wet work areas
- Hair must be tied back for safety and hygiene
- Minimal jewellery for safety reasons

6. Award Information

6.1 Modern Award Coverage

Laundry attendants working in commercial laundries and cleaning services are typically covered by the Cleaning Services Award 2020 (MA000022). This award sets minimum pay rates, penalty rates and conditions for laundry and cleaning operations. Note that laundry attendants in hospitals or hospitality venues may be covered by different awards depending on the primary business activity.

6.2 Classification Level

Laundry Attendants are generally classified under the award as:

- Level 1: Entry-level laundry worker performing standard washing, drying and folding duties
- Level 2: Experienced laundry worker with additional responsibilities or operating specialized equipment
- Higher levels: Workers with supervisory duties or specialized technical skills

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: Penalty rates as specified in the award
- Sunday: Higher penalty rates apply
- Public holidays: Premium penalty rates
- Overtime: Rates apply after ordinary hours
- Shift allowances may apply for afternoon or night work

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

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for scheduled shifts in appropriate uniform
- Notify supervisor of absence or lateness as soon as possible
- Follow all workplace policies, procedures and safety rules
- Maintain professional relationships with colleagues and supervisors
- Respect client property and maintain confidentiality
- Take meal and rest breaks as scheduled

7.2 Quality Standards

- Maintain high standards of cleanliness and presentation
- Follow correct procedures for sorting, washing and finishing
- Inspect items thoroughly before finishing
- Rewash items that do not meet quality standards
- Report quality issues or equipment problems promptly
- Take pride in producing quality work

7.3 Safety and Hygiene

- Follow all safety procedures when operating equipment
- Use personal protective equipment appropriately
- Practice proper manual handling techniques
- Report hazards, spills or equipment faults immediately
- Maintain clean and organized work area
- Follow chemical handling and storage procedures
- Wash hands regularly and maintain personal hygiene

7.4 Teamwork and Communication

- Work cooperatively with laundry team members
- Communicate clearly with supervisor about work progress

- Assist colleagues during busy periods
- Share information about equipment issues or quality concerns
- Accept feedback positively and implement improvements
- Contribute to positive team environment

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Contact details for two referees
- Details of any relevant certificates or training
- Availability for shifts (days, times, weekends)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or in-person interview
- Facility tour to see the laundry operation
- Discussion of shift availability and expectations
- Reference checks
- Police Check if required for healthcare facilities
- Trial shift may be offered for successful candidates

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. We value diversity and are committed to creating an inclusive workplace.

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: ____ / ____ / ____