

Office 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, client requirements, applicable modern award and specific circumstances. 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

Office Cleaner / Commercial Cleaner / Corporate Cleaner

1.2 Position Summary

The Office Cleaner maintains cleanliness, hygiene and professional appearance in corporate office environments. This role involves cleaning workstations, common areas, bathrooms, kitchens and meeting rooms, typically working after business hours or early morning to minimize disruption to office operations.

The position requires attention to detail, discretion around confidential documents and the ability to work independently with minimal supervision. Office Cleaners must follow safety procedures, use cleaning chemicals correctly and maintain consistent quality standards across designated office areas.

1.3 Reporting Structure

This position reports to:

- Cleaning Supervisor / Site Supervisor
- Operations Manager / Cleaning Manager
- Facility Manager (at client site)

1.4 Employment Type

This position is available as:

- Casual (variable shifts based on contracts)
- Part-time (regular rostered shifts across sites)
- Full-time (up to 38 hours per week across multiple sites)

2. Key Responsibilities

2.1 Desk and Workstation Cleaning

- Dust and wipe down desks, workstations and office furniture
- Clean computer monitors, keyboards and office equipment surfaces
- Wipe telephones and other desk accessories
- Respect confidential documents and personal belongings
- Empty desk bins and replace liners
- Clean and organize workstations to professional standard
- Report any damage or maintenance issues

2.2 Floor Care and Maintenance

- Vacuum all carpeted areas including offices, corridors and reception

- Mop hard floors using appropriate cleaning solutions
- Spot clean carpet stains and spills
- Edge vacuum along skirting boards and corners
- Move chairs and light furniture for thorough floor cleaning
- Maintain floor cleanliness in high-traffic areas
- Report worn carpets or floor damage

2.3 Kitchen and Breakroom Cleaning

- Clean kitchen benches, tables and chairs
- Wipe down sinks, taps and splashbacks
- Clean microwave interior and exterior
- Clean refrigerator exterior and handles
- Empty and clean dishwasher filter (if applicable)
- Restock kitchen supplies (paper towels, soap, etc.)
- Empty bins and replace liners

2.4 Bathroom Sanitization

- Thoroughly clean and sanitize toilets, urinals and basins
- Clean mirrors and polish to streak-free finish
- Mop bathroom floors with disinfectant
- Wipe down walls, partitions and fixtures
- Restock toilet paper, hand soap and paper towels
- Empty sanitary bins and general waste bins
- Check and report any maintenance issues or blockages

2.5 Waste Management

- Empty all bins throughout office areas
- Replace bin liners appropriately
- Separate recycling from general waste where required
- Transport waste to designated collection areas
- Maintain clean bin areas
- Follow client-specific waste disposal procedures

2.6 Window and Glass Cleaning

- Clean internal windows and glass doors
- Polish glass partitions and office dividers
- Remove fingerprints and marks from glass surfaces
- Clean glass on display cases and cabinets

- Achieve streak-free, professional finish
- Use appropriate glass cleaning products

2.7 Additional Duties

- Dust window sills, picture frames and decorative items
- Clean light switches and door handles
- Wipe down handrails and banisters
- Clean elevator buttons and interior surfaces
- Tidy reception and common areas
- Follow specific client instructions and checklists
- Secure premises after cleaning (lock doors, set alarms)

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Thorough approach to cleaning tasks ensuring high standards. Ability to notice areas that need attention. Consistent quality across all cleaning duties. Pride in maintaining professional office appearance.

Discretion and Confidentiality

Professional conduct around sensitive documents and information. Respecting privacy of office workers and clients. Not discussing client business or office matters. Trustworthiness in corporate environments.

Time Management

Ability to complete assigned areas within scheduled timeframes. Efficient work methods without compromising quality. Prioritizing tasks when time is limited. Working systematically through cleaning checklist.

Chemical Safety Knowledge

Understanding proper use of cleaning chemicals and products. Following safety data sheets and product instructions. Using appropriate PPE. Safe storage and handling of cleaning materials. Understanding of COSHH requirements.

3.2 Personal Attributes

- Reliable and punctual with excellent attendance record
- Honest and trustworthy for working in corporate environments
- Self-motivated to work independently with minimal supervision
- Physical fitness for standing, bending and lifting
- Professional appearance and conduct
- Flexible to work after-hours including evenings and early mornings
- Respectful of property and workplace boundaries
- Team player when working with other cleaners

- Positive attitude towards cleaning work
- Commitment to quality standards

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- National Police Check (valid within 12 months) for corporate office access
- Ability to work after-hours (evenings or early mornings)
- Physical capability to perform cleaning duties
- Basic understanding of cleaning procedures and chemical safety
- Reliable attendance and punctuality

4.2 Desirable Qualifications

- Certificate II or III in Cleaning Operations
- Previous commercial or office cleaning experience
- Current First Aid certificate
- Manual handling certificate
- OH&S awareness training
- Chemical safety training (COSHH)
- Own reliable transport for after-hours work
- Valid driver's license (for multi-site roles)

4.3 Experience

Previous experience in commercial or office cleaning is highly valued but not always essential. Entry-level positions are available for candidates with basic cleaning knowledge and strong work ethic. Experienced cleaners should demonstrate competency in office cleaning procedures, ability to work independently and proven reliability in after-hours environments.

5. Working Conditions

5.1 Hours of Work

- After-hours work primarily evenings (5pm-10pm) or early mornings (4am-8am)
- Shift lengths typically 2-4 hours per site
- May include weekend work depending on contracts
- Public holiday work may be required for some sites
- Start and finish times to align with building access
- Roster provided in advance where possible

5.2 Physical Requirements

- Ability to stand and walk for duration of shift
- Frequent bending, kneeling and reaching
- Lifting and carrying cleaning equipment (up to 10-15kg)
- Pushing vacuum cleaners and cleaning carts
- Repetitive movements (wiping, mopping, dusting)
- Good physical stamina for active shifts
- Ability to climb stairs between floors

5.3 Work Environment

- Indoor office buildings and corporate environments
- Climate-controlled office spaces
- Working independently with minimal supervision
- Exposure to cleaning chemicals and products
- After-hours work with limited building occupancy
- Working around office equipment and technology
- May work across multiple office sites
- Security protocols and building access procedures

5.4 Uniform and Presentation

- Uniform provided or specified by employer
- Closed, non-slip safety footwear required
- Neat and professional appearance
- Hair tied back for safety and hygiene
- Minimal jewellery for safety reasons
- ID badge to be worn when required by client
- PPE worn as required (gloves, apron, etc.)

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 performing cleaning work in commercial buildings, offices and corporate facilities.

6.2 Classification Level

Office Cleaners are generally classified under the award as:

- Level 1: Entry level cleaner receiving training and working under supervision
- Level 2: Competent cleaner with some experience performing routine cleaning tasks
- Level 3: Experienced cleaner working independently with minimal supervision

The specific classification level will be determined based on experience, training and level of supervision required.

6.3 Penalty Rates and Allowances

Employees may be entitled to penalty rates for work performed:

- Saturday: Loading applies (check current award rate)
- Sunday: Loading applies (check current award rate)
- Public holidays: Penalty rates apply
- After-hours work may attract specific loadings depending on time

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

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for scheduled shifts
- Notify supervisor immediately if unable to attend shift
- Maintain confidentiality about client premises and information
- Respect office property and equipment
- Do not use office facilities (computers, phones, etc.)
- Follow all client-specific rules and security procedures
- Represent cleaning company professionally at all times

7.2 Cleaning Standards

- Complete all tasks on cleaning checklist to required standard
- Maintain consistent quality across all areas
- Take pride in quality of work
- Report any issues that affect cleaning quality
- Accept feedback and implement improvements
- Meet time requirements without compromising quality

7.3 Safety and Compliance

- Follow all OH&S procedures and guidelines

- Use PPE appropriately (gloves, apron when required)
- Handle cleaning chemicals safely according to instructions
- Report hazards, spills and safety concerns immediately
- Use equipment correctly and report any faults
- Follow manual handling procedures to prevent injury
- Keep cleaning equipment organized and maintained

7.4 Communication

- Report maintenance issues or damage to supervisor
- Communicate supply needs before running out
- Notify supervisor of any problems or concerns
- Provide feedback on cleaning procedures when appropriate
- Be contactable during scheduled shifts
- Follow instructions from supervisor or site manager

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining cleaning experience and reliability
- Contact details for two referees (preferably previous employers)
- Details of any relevant certificates or training
- Confirmation of working rights in Australia
- Availability for after-hours work

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview
- Reference checks
- National Police Check
- Site induction and training

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: ____ / ____ / ____