

Window 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

Window Cleaner / Commercial Window Cleaner / High-Rise Window Cleaner

1.2 Position Summary

The Window Cleaner is responsible for cleaning glass surfaces on commercial and residential buildings to a high standard. This role requires attention to detail, physical fitness and comfort working at various heights. Window Cleaners use specialized equipment and techniques to achieve streak-free, spotless windows while maintaining strict safety standards.

The position involves working independently or as part of a team, traveling between multiple job sites and completing work within allocated timeframes. Window Cleaners must follow safety procedures, use appropriate personal protective equipment and maintain all cleaning equipment in good condition.

1.3 Reporting Structure

This position reports to:

- Cleaning Supervisor / Site Supervisor
- Operations Manager / Business Owner
- Contract Manager (for large commercial sites)

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 Window Cleaning Operations

- Clean interior and exterior windows using squeegees, scrapers and appropriate cleaning solutions
- Remove dirt, dust, spots, stains and marks from glass surfaces
- Clean window frames, tracks and sills
- Achieve streak-free, spotless finish on all glass surfaces
- Clean glass doors, shopfronts and display windows
- Remove and clean window screens where required
- Clean mirrors and glass partitions

2.2 Elevated Work (if applicable)

- Perform window cleaning at heights using ladders, extension poles or elevated work platforms
- Use rope access systems or bosun chairs for high-rise window cleaning
- Set up and secure ladders and scaffolding safely
- Work from elevated platforms following all safety procedures
- Use appropriate fall protection equipment and harnesses
- Conduct pre-work safety checks on all elevated work equipment

2.3 Equipment and Materials

- Maintain and clean all window cleaning tools and equipment
- Mix cleaning solutions to correct concentrations
- Transport equipment and supplies to job sites
- Replace worn squeegee rubbers and scrubber pads
- Report damaged or faulty equipment to supervisor
- Ensure adequate supplies of cleaning materials
- Load and unload equipment from vehicle safely

2.4 Site Safety and Preparation

- Conduct site safety assessments before commencing work
- Set up safety barriers and signage around work areas
- Identify and report hazards to supervisor and client
- Follow site-specific safety requirements and inductions
- Use personal protective equipment appropriately
- Protect floors, carpets and furnishings from water and cleaning solutions
- Clean up spills and water immediately

2.5 Client Service

- Arrive on time for scheduled jobs
- Present professionally and communicate courteously with clients
- Complete work to client specifications and quality standards
- Address client concerns and requests appropriately
- Obtain client sign-off on completed work where required
- Report any site issues or client feedback to supervisor
- Represent the company professionally at all times

2.6 Administration and Compliance

- Complete job sheets and timesheets accurately

- Report work completed and materials used
- Follow company procedures and policies
- Maintain current Working at Heights certification (if applicable)
- Participate in safety training and toolbox talks
- Report incidents, near misses and injuries immediately

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Meticulous approach to achieving spotless, streak-free windows. Ability to identify marks, spots and areas requiring extra attention. High quality standards in all cleaning work.

Physical Fitness and Stamina

Good physical condition for standing, reaching, climbing and repetitive movements. Ability to carry equipment and work actively throughout the day. Physical capability to handle ladders and extension poles.

Heights Comfort

Comfortable working at various heights including ladders, elevated platforms and rope access systems. No fear of heights for elevated window cleaning. Confidence in using safety equipment and fall protection systems.

Safety Awareness

Strong commitment to workplace safety procedures. Understanding of working at heights regulations. Proper use of personal protective equipment. Ability to identify and report hazards.

3.2 Personal Attributes

- Reliable and punctual for all scheduled jobs
- Professional appearance and demeanour
- Self-motivated and able to work independently
- Good time management and organizational skills
- Weather tolerance for outdoor work
- Positive attitude and customer service focus
- Team player when working in crews
- Honest and trustworthy on client premises
- Flexibility for varied work schedules
- Pride in quality workmanship

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Working at Heights certificate (RIIWH5204E) for elevated work positions
- Current driver licence (for travel between job sites)
- Physical fitness for manual work and working at heights
- Ability to work flexible hours including early mornings and weekends

4.2 Desirable Qualifications

- Certificate II or III in Cleaning Operations
- White Card (Construction Induction Card) for building sites
- First Aid and CPR certificate
- Elevated Work Platform (EWP) licence
- Rope access certification (for high-rise window cleaning)
- Previous window cleaning experience
- Knowledge of cleaning chemicals and safety data sheets

4.3 Experience

For entry-level positions, physical fitness and willingness to learn are essential. Previous window cleaning experience is highly valued, particularly for commercial and high-rise positions. Experienced window cleaners should demonstrate competency in elevated work, efficient cleaning techniques, equipment maintenance and ability to work independently across multiple sites.

5. Working Conditions

5.1 Hours of Work

- Typical hours: 6am-3pm or 7am-4pm depending on job sites
- Early morning starts common for commercial buildings
- Weekend work for retail sites and commercial buildings
- Variable shift lengths based on job requirements
- Travel time between multiple job sites during the day
- Some after-hours work for occupied commercial buildings

5.2 Physical Requirements

- Ability to stand and walk for extended periods
- Climbing ladders and working at various heights
- Reaching overhead and to ground level repeatedly
- Carrying equipment including ladders, buckets and poles (up to 20kg)
- Repetitive arm and hand movements for window cleaning
- Good vision for identifying marks and spots on glass

- Manual dexterity for handling equipment and tools

5.3 Work Environment

- Outdoor work in all weather conditions including heat, cold, wind and rain
- Working at heights on ladders, platforms or rope access systems
- Multiple job sites per day requiring travel
- Commercial buildings, retail shops and residential properties
- Exposure to cleaning chemicals and solutions
- Working alone or as part of small teams
- Fast-paced environment with time pressures

5.4 Equipment and Uniform

Equipment provided by employer (typically):

- Squeegees, scrapers, scrubbers and extension poles
- Buckets, cleaning solutions and cloths
- Ladders and elevated work equipment
- Personal protective equipment (safety glasses, gloves, harness)
- Company uniform (typically polo shirt or high-vis shirt)
- Vehicle for travel between sites (for some positions)

Employee to provide:

- Enclosed, non-slip work boots or shoes
- Sun protection (hat, sunscreen, sunglasses)
- Wet weather gear

6. Award Information

6.1 Modern Award Coverage

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

6.2 Classification Level

Window Cleaners are generally classified under the award as:

- Level 2: Window cleaner performing standard ground-level and low-rise window cleaning
- Level 3: Specialized window cleaner performing high-rise work requiring rope access or elevated work platform skills

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

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Applicable penalty rate above base rate
- Sunday: Applicable penalty rate above base rate
- Public holidays: Applicable penalty rate above base rate
- Overtime: Time and a half or double time as per award
- Travel between sites: Paid time during working day

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

- Represent the company professionally at all client sites
- Treat clients, property managers and colleagues with respect
- Maintain confidentiality when working on client premises
- Follow all company policies, procedures and standards
- Arrive on time for scheduled jobs in clean uniform
- Notify supervisor of absence or lateness immediately
- Use mobile phone appropriately on work sites

7.2 Quality Standards

- Complete all window cleaning to high quality standards
- Achieve streak-free, spotless finish on all glass surfaces
- Clean frames, tracks and sills thoroughly
- Address any quality issues before leaving site
- Take pride in workmanship and attention to detail
- Meet client expectations consistently

7.3 Safety and Compliance

- Follow all safety procedures and working at heights regulations
- Use personal protective equipment at all times
- Conduct pre-work safety checks on equipment
- Report all hazards, incidents and near misses immediately
- Maintain current working at heights certification
- Complete safety inductions for new sites

- Never take shortcuts that compromise safety

7.4 Work Ethic

- Work efficiently and complete jobs within allocated time
- Maintain focus and productivity throughout the day
- Take initiative when identifying additional cleaning needs
- Work independently with minimal supervision
- Be flexible with schedule changes and job assignments
- Accept feedback constructively and implement improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of Working at Heights certificate (if applicable)
- Driver licence details
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- In-person interview
- Skills assessment or practical demonstration
- Reference checks
- Safety induction and equipment familiarization

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: ____ / ____ / ____