

DATE: 12/15/22

JOB TITLE: Assistant Manager - Monticello

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## JOB SUMMARY

The position of the Assistant Manager is to help maintain a team of people who provide outstanding customer service to all customers in a clean, safe, friendly, and fast-paced environment. It is the Assistant Manager's goal to achieve a consistently great experience for the customer through the execution of superior customer service, maintained equipment, and well-trained and developed customer service and wash attendants.

## DUTIES & ESSENTIAL JOB FUNCTIONS

- Create a positive and productive culture through leadership, attitude and effort
- Ensure excellent wash quality through education, maintenance and communication
- Build positive relations and experiences for all customers
- Lead by example with a positive attitude and strong work ethic
- Support, train, mentor and grow team members to deliver a consistently high result
- Strive for excellence in all that you do!

### Car Wash Operations:

- Maximize flow of vehicles being washed through training and standards of performance.
- Be aware of any vehicles entering the wash with damages or extremely dirty, address the issue and prevent any further damages or dissatisfaction of wash due to already damaged or extremely dirty vehicles.
- Ensure team members are delivering a consistent experience, quality and convenient service to include:
  - Greet customers with a smile as they enter the wash, provide direction to the vehicle operator to properly drive onto the conveyor, and prep the vehicle.
  - Inspect each vehicle before loading into the wash.
  - Pre-wash (prep) heavily soiled and hard to reach areas of vehicles while taking care to protect vehicle surfaces.
- Be alert to potential damage issues and will be expected to take corrective action to eliminate risks such as antenna removal, insure loose car parts are secure, sun roofs are closed, or in some cases, divert high risk vehicles from the wash and provide refunds.

### Customer Service:

- Increase car counts, revenue per car, vending sales, and monthly membership base.
- Handle customer inquiries, complaints, and compliments in a positive and friendly manner.
- Provide guidance and motivation to staff to increase unlimited monthly membership sales.

- Greet and interact with customers with a respectful and friendly demeanor and work to insure their satisfaction.
- Provide accurate information to customers about wash packages and provide instructions on how to utilize the wash from purchase through vacuuming.
- Address any customer complaints with focus on resolution which may include running the customer through the wash again at no-charge, or obtaining contact information to allow for the owner to follow up on the complaint.

#### Cleaning and Maintenance:

Maintaining a clean and safe environment at all times. Any time not loading cars into the wash or supporting customers, the expectation is to be cleaning and maintaining equipment. Cleaning tasks include but are not limited to, emptying trash containers into dumpsters, sweeping parking lot, cleaning out the tunnel, and cleaning all windows. Additional cleaning tasks will be required at the start and end of shifts. Observe wash systems for performance and take action to troubleshoot & report any issues found. Ensure team members are executing daily and routine tasks including, but not limited to:

- Change or refill, wash soaps and chemicals and launder and fold towels.
- Utilize or replace water hoses, nozzles, brushes, soap buckets, brooms, hand tools, pressure washer, and grease gun.
- Ensure vacuums are unclogged, trash collector cans emptied, and hoses properly hung.
- Monitor and control chemicals daily and monthly. Troubleshoot any issues that arise with chemical/soap usage.
- Conduct daily preventive maintenance according to scheduling to prevent equipment downtime as much as possible.
- Conduct initial and periodic checks throughout the day on all equipment. Perform cleaning procedures of equipment daily.
- Conduct equipment repairs proactively and troubleshoot problems quickly. Work with company technicians when necessary.
- Review all equipment updates and maintain service records.
- Continue to improve knowledge of all equipment.
- Collect and handle cash deposits in a safe and accurate manner.

#### Safety & Security:

Maintain a safe environment by always utilizing the proper safety equipment for each task. Always ensure the wash including any areas containing cash are never left insecure.

- Utilize safety glasses and gloves when handling chemicals.
- Lift properly.
- Stay clear of the conveyor when in motion, utilize emergency stop when working on or near the conveyor.
- Never step in front of a vehicle entering wash or being guided by the conveyor.
- Never leave cashiers open, unlocked, or otherwise insecure and do not remove or handle cash from cashiers in front of non-employees.
- Open and/or close the facility securing all entry points.

#### Supervisory Responsibilities:

- Oversee and supervise staff.
- Prepare work schedules for staff within a given budget and allotted hours.
- Train attendants to perform all possible duties and functions on site.
- Provide continuous training and coaching of each employee to maximize them to their fullest abilities.
- Execute training schedules and ensure proper training of all new staff.
- Maintain a professional appearance and keep personnel clean and uniforms neat in appearance.
- Lead by example and continuously train staff in customer service and equipment maintenance.

#### Qualifications:

- Ability to display courteous and professional attitude Excellent customer service skills to ensure optimum customer satisfaction Strong desire to work flexible hours, such as weekends (highly dependable).
- Ability to work standing over long periods of time.
- Ability to work outdoors and be efficient in all weather conditions.
- Ability to work swiftly to deliver washed vehicles to customers in record time.
- Ability to interact ethically with fellow employees and customers.
- Possess high school diploma and/or equivalent combination of experience and education.
- Possess valid and current driver's license.
- Excellent written and oral communication skills, as well as interpersonal skills.
- Ability to maintain a clean and organized appearance in a sometimes dirty environment.
- Knowledge of cars and their parts, tools and other necessary equipment.
- Ability to work autonomously, follow directions, and correctly implement tasks.

#### Key Leadership Duties:

- Maintain high-quality day-to-day on-site store operations
- Completion of customer service goals
- Strive to exceed sales goals and stores sales growth
- Employee training and responsibility delegation
- Employee, customer and site safety
- Equipment and building service and upkeep
- Micrologic management and issue reporting
- Back of house coordination and documentation
- Minimum 45 Hrs. On-Site to ensure an excellent customer experience
- Minimum of 4 weekend shifts per month

#### Compensation Package:

- Annual Salary with annual increases based on performance reviews
- Salary \$45,000

- Eligible for quarterly bonuses of up to \$3,000 per quarter for the first three quarters and \$6,000 per quarter for the fourth and final quarter.
- Performance bonuses based on online reviews, retention rate, cars washed per month, total membership numbers.
- Health insurance coverage offered at 90 days
- PTO per Employee Manual
- Unlimited Monthly Pass for one vehicle

REPORTING RELATIONSHIPS:

This position reports directly to the General Manager/Owner.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION I have received a copy of the Job Description and have read and understand its contents.

\_\_\_\_\_  
Employee Name

Print) Date \_\_\_\_\_

Employee Signature Date \_\_\_\_\_

Affirmative Action/EEO statement: Due North Car Wash, LLC is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.