

DATE: 12/15/22

JOB TITLE: Customer Attendant

JOB SUMMARY

Customer attendants are responsible for producing an exceptional experience for the customer, while carrying out all other daily duties that ensure effective operation of a car wash facility with a priority placed on delivering the best quality of service to customers in a clean and safe environment.

DUTIES & ESSENTIAL JOB FUNCTIONS

Customer Service and Sales:

- Increase car counts, revenue per car, vending sales, and monthly membership base.
- Sell membership packages and assist customers in enrolling into memberships.
- Provide accurate information to customers about wash packages.
- Provide instructions on how to utilize the wash and the facility.
- Handle customer inquiries, complaints, and compliments in a positive and friendly manner.
- Address any customer complaints with a focus on resolution which may include running the customer through the wash again at no-charge, or obtaining contact information to allow for the manager to follow up on the complaint.
- Greet and interact with customers with a respectful and friendly demeanor and work to insure their satisfaction.
- 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.
- Maintain a clean and safe environment.
- Maximize flow of vehicles being washed through training and standards of performance.
- Maintain a clean and safe environment.

Car Wash Operations:

- Greet each customer 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.
- Be alert to potential damage issues and 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.
- Pre-wash (prep) heavily soiled and hard-to reach areas of vehicles while taking care to protect vehicle surfaces.
- Attend and excel at all training programs, internal and external.

- Train and supervise fellow team members to ensure procedures and protocols are being followed to ensure a highly efficient and superior experience focused on convenience, quality and overall experience.

Cleaning and Maintenance:

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 windows which may include utilizing high pressure water to clean. Additional cleaning tasks will be required at the start and end of shifts which will include areas such as the pump room, office area, and bathroom. Observe wash systems for performance and take action to troubleshoot & report any issues found.

- Change or refill wash soaps and chemicals and launder and fold towels.
- Utilize or replace water hoses, nozzles, brushes, soap buckets, broom, 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.
- Continue to improve knowledge of all equipment.

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 the 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.

Duties, responsibilities and activities may change at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

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 lift items of moderate weight (up to 35 lbs), bend and climb on ladders.
- Ability to work outdoor 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 together with training or/and a year sales experience in related occupation; alternatively, 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
- Competencies:
 - Leadership & Development
 - Teamwork
 - Responsibility
 - Trustworthiness & Ethics
 - Performance Management
 - Results Oriented
 - Excellent Customer Service Skills
 - Professionalism
 - Problem-solving ability

Work environment: On-site at business location

Required education and experience:

- At least 1 year of customer service experience is required.
- Mechanical experience is not required but preferred.

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.