

DATE: 12/15/22

JOB TITLE: Operations Manager - Due North Car Wash Locations

JOB SUMMARY

The position of the Operations Manager is to proactively identify and address maintenance needs with minimal impact to car wash production. The goal is to have little to no car wash down time.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Work in conjunction with site managers and assistant managers to make sure maintenance schedules and routines are being performed and equipment maintained to maximize quality and efficiency.
- Perform tunnel repairs and new equipment installations including, but not limited to:
 - Advanced electrical work and control wiring
 - Plumbing maintenance
 - Installing, dismantling, repairing, and reassembling machinery and equipment
 - Metal fabrication/welding
- Keep machinery functioning at peak levels by planning and executing preventative maintenance.
- Improve the skills of direct reports by coaching, training, and mentoring.
- Set an example for the team by working well independently or with teammates and by demonstrating a high sense of urgency and purpose.
- Prior experience supervising a maintenance team.
- Extensive experience in plumbing, electrical, and commercial building maintenance.
- Solid experience with 3-phase high voltage, AC/DC, and distribution panels.
- Experience working with and repairing hydraulic systems, pneumatics, and commercial conveyor systems.
- Strong communication skills and the initiative to plan ahead for key projects, repairs, and general maintenance.
- Ability to occasionally travel out of the market area.
- Positive attitude, flexibility, and willingness to adapt to new procedures & processes.
- Proactively order spare parts and maintain a catalog of inventory to ensure proper operation.
- Respond during an outage to bring site operations back online as soon as possible.
- Work with a team of maintenance consultants to diagnose, resolve maintenance and preventive issues.
- Maintain the entire facility to ensure the site is at optimal performance and efficiency.

Cleaning and Maintenance:

- Observe wash systems for performance and take action to troubleshoot & report any issues found.
- Utilize or replace water hoses, nozzles, brushes, soap buckets, brooms, hand tools, pressure washer, and grease gun.

- Ensure vacuums are working properly.
- 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.

Safety & Security:

- Maintain a safe environment by always utilizing the proper safety equipment for each task.
- Lift properly.
- Utilize safety glasses and gloves when handling chemicals.
- 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.
- Open and/or close the facility securing all entry points.

Supervisory Responsibilities:

- Provide continuous training and coaching of each employee to maximize them to their fullest abilities.
- Maintain a professional appearance and keep personnel clean and uniforms neat in appearance.
- Lead by example and continuously train staff in equipment maintenance.

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 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.
- Competencies:
 - Leadership & Development
 - Teamwork
 - Responsibility
 - Trustworthiness & Ethics
 - Performance Management
 - Results Oriented
 - Excellent Customer Service Skills
 - Professionalism

Work environment: On-site at business location

REPORTING RELATIONSHIPS:

This position reports directly to the owner and/or president.

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.