

JOB DESCRIPTION

Job Title: Car Wash Site Manager
Business Unit: CCW
Department: Sales
Location: As Assigned
Reports To: Car Wash Business Development Manager

CONTRIBUTION

Leads car wash location to obtain customer satisfaction and retention, team member satisfaction and retention, while upholding Conrad's image and reputation and achieving all performance objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Builds a loyal customer base by establishing a trusting relationship based on integrity and fairness.

Listens effectively to understand and communicate in a business-like manner to both customers and employees all pertinent subject matter.

Presents a warm, friendly, knowledgeable and professional image to customers.

In charge of the location's maintenance (maintain cleanliness of sites, equipment maintenance/repair & chemical care and quality of the wash service).

Maintain accountability for the operations of the car washes (deposits, inventory, cashier machine functionality & discount codes).

Invoices customers using proper procedures for cash, charge & credit.

Handles customer complaints, employee conflicts and daily operational problems in an even-tempered, fair and consistent manner.

Learns and understands the performance business data and applies it fairly to daily operations and decisions in effort to increase productivity.

Reaches established monthly goals.

Follows daily opening and closing procedures accurately.

Responds accurately and on time to all administrative duties and deadlines; including employee scheduling, evaluations, deposits, inventory, etc.

Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

PRIMARY INTERACTIONS

This job regularly interacts with the Car Wash Business Development Manager, car wash location employees, WMC personnel, vendors and some store location personnel.

EDUCATION and/or EXPERIENCE

High school diploma; or six months to one year related experience and/or training; or equivalent combination of education and experience. Repair/Maintenance, Sales, Customer Service and branch management operation knowledge and skills are required.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to work standing for extended periods of time or all day. Frequently moves and lifts up to 50 lbs. Regularly bends and crouches to repair car wash equipment. Occasionally unloads deliveries up to 50 lbs. Occasionally puts parts/supplies away on multi-level shelving up to 50 lbs. Pulls parts and supplies up to 50 lbs. when necessary. Regularly required to use hands/fingers to operate an access machine or telephone. Regularly required to use hands/fingers to operate small hand tools necessary to repair equipment. Regularly speaks and listens on the phone and in person, to a customer and fellow employees.

Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and fumes or airborne particles. The employee is frequently exposed to chemicals and outside weather conditions. The employee is occasionally exposed to vibration. The noised level in the work environment is usually loud.

Regularly work Mondays – Sundays, evenings & Holidays.

The employee is on call for any incidents that occur in regard to repair or staffing that arises during & after hours or on the weekends.

The employee regularly works an average of 50 hours per week and occasionally attends meetings after normal business hours.

Travel between locations.

Travel over night for training & development purposes is occasionally required.

MISCELLANEOUS

The employee is required to have an acceptable driving record, in line with the stated Company Policy, and they must have a valid driver’s license in the state in which they are employed with the Conrad Companies.

The employee must comply with all aspects of Conrad's Drug Free Workplace Policy.

A background check is required as a condition of employment.