



CUSTOMER SERVICE ATTENDANT

JOB DESCRIPTION

PURPOSE OF A CUSTOMER SERVICE ATTENDANT:

Maximize customer satisfaction and business volume by assisting customers, processing vehicles quickly and safely, resolving problems, and facility care.

PRIMARY RESPONSIBILITIES:

- Greet customers with a smile and polite friendly attitude.
- Comply with all standard operating procedures and safety protocols.
- Gain a thorough understanding of Paystations and POS equipment.
- Engage with customers to highlight unlimited monthly plans and increase enrollment.
- Promptly guide customers onto conveyor safely, pointing out safety instructions.
- Use hand signals to point out existing damage to vehicles entering the wash. Identify potential hazard vehicles that should not enter the wash.
- Maintain quality standards to ensure 100% customer satisfaction.
- Address all customer issues professionally to ensure customer satisfaction.
- Maintain the cleanliness of all Hogwash facilities, grounds, and equipment.
- Gain a thorough understanding of the wash process, equipment, and chemicals.

SUCCESSFUL CSAS:

- Earn \$12-\$15 per hour.
- Maintain wash quality with frequent quality control checks.
- Exceed customer expectations.
- Present a professional image, in appearance and attitude.
- Communicate effectively with customers and coworkers.

PHYSICAL REQUIREMENTS:

- Ability to work outdoors in all weather conditions.
- Ability to work in a fast-paced environment while on your feet for the entire shift.
- Must have reliable transportation.
- Must be available to work a flexible schedule, including weekends.

GROWTH/ADVANCEMENT TO CUSTOMER SERVICE LEAD FOCUS:

- Master opening/closing functions and procedures.
- Assist in recruiting, training, and coaching of employees.
- Learn how to maintain chemical/supply inventories and ordering.
- Lead by example and promote a culture of accountability.
- Learn preventative maintenance to ensure safe operation and maximize equipment lifespan.



CUSTOMER SERVICE LEAD

JOB DESCRIPTION

PURPOSE OF A CUSTOMER SERVICE LEAD:

The Customer Service Lead's purpose is to work closely with the Customer Service Attendants and General Manager to develop and maintain a team approach to process a clean, dry, shiny vehicle for each customer, while ensuring adherence to operational procedures.

PRIMARY RESPONSIBILITIES:

- Greet customers with a smile and polite, friendly attitude.
- Ensure 100% customer satisfaction.
- Ensure team adheres to all standard operating procedures and safety protocols.
- Demonstrate a thorough understanding of Pay stations and POS equipment.
- Engage with customers to highlight unlimited monthly plans and increase enrollment.
- Promptly guide customers onto conveyor safely, pointing out safety instructions.
- Use hand signals to point out existing damage to vehicles entering the wash. Identify potential hazard vehicles that should not enter the wash.
- Maintain wash quality through accurate quality controls and frequent tunnel inspection.
- Maintain the cleanliness of all Hogwash facilities, grounds, and equipment.

SECONDARY RESPONSIBILITIES:

- Expand knowledge of the wash process and equipment.
- Monitor chemical and supply inventory. Assist with orders, receiving and documentation.
- Lead with integrity and promote a culture of accountability.
- Maintain efficient day-to-day operations.
- Assist with recruiting, development, and motivating Customer Service Attendants.

SUCCESSFUL CUSTOMER SERVICE LEADS:

- Earn \$14-\$16 per hour.
- Lead by example, taking initiative.
- Mentor, train, and coach team members to expand operational knowledge.
- Present a professional image, in appearance and attitude.
- Communicate effectively with customers and coworkers.

PHYSICAL REQUIREMENTS:

- Ability to work outdoors in all weather conditions.
- Ability to work in a fast-paced environment while on your feet for the entire shift.
- Must have reliable transportation.
- Must be available to work a flexible schedule, including weekends.

GROWTH/ADVANCEMENT TO ASSISTANT SITE MANAGER FOCUS:

- Monitor sales on a daily, weekly, and monthly basis.
- Strive to achieve sales goals and store growth.
- Maintain a clean, attractive, safe facility.
- Maintain budgeted operational costs.
- Ability to manage daily operations including opening and closing procedures.
- Completion of required written reports in the allotted timeframe.
- Perform weekly, monthly, and annual equipment preventative maintenance.
- Demonstrate knowledge of WhenIWork application to schedule staff daily and weekly.
- Ability to solve problems/restore operations in the event of an equipment malfunction.



ASSISTANT SITE MANAGER

JOB DESCRIPTION

PURPOSE OF A ASSISTANT SITE MANAGER:

The Assistant Site Manager's purpose is to work closely with the Site Manager and General Manager and direct activities of Customer Service Attendants to maintain a team approach to deliver a clean, dry, shiny vehicle for each customer in a safe, speedy, and friendly manner, while continually controlling the costs of operation and appearance of the facility.

PRIMARY RESPONSIBILITIES:

- Maintain efficient day-to-day operations by scheduling sufficient manpower each day using the WhenIWork application.
- Lead with integrity and promote a culture of accountability.
- Properly address all customer concerns to ensure customer satisfaction.
- Ensure team adheres to all standard operating procedures and safety protocols.
- Continually expand knowledge of the wash process and equipment.
- Schedule and perform weekly, monthly, and annual equipment preventative maintenance.
- Solve problems/restore operations in the event of an equipment malfunction.
- Monitor chemical and supply inventory. Assist with orders, receiving, and documentation.
- Monitor sales on a daily, weekly, and monthly basis.
- Strive to achieve sales goals and store growth.
- Assist with recruiting, development, and motivating Customer Service Attendants.
- Assist with PayStation cash, reconciliation, and prepare bank deposits.
- Maintain the cleanliness of all Hogwash facilities, grounds, and equipment.
- Manage daily operations, ensuring staff knowledge of opening and closing procedures.
- Completion of required written reports in the allotted timeframe.

SECONDARY RESPONSIBILITIES:

- Demonstrate knowledge of the wash process and equipment.
- Monitor chemical and supply inventory. Assist with orders, receiving and documentation.
- Lead with integrity and promote a culture of accountability.
- Maintain efficient day-to-day operations.
- Assist with recruiting, development, and motivating Customer Service Attendants.

SUCCESSFUL ASSISTANT SITE MANAGERS:

- Earn a salary of \$34,000 - \$39,000 per year, plus incentives.
- Possess a team mentality and a positive attitude.
- Take initiative and have the drive to succeed.
- Delegate tasks to the team members and maintain accountability.
- Mentor, train, and coach personnel to develop operational knowledge.
- Present a professional image, in appearance and attitude.
- Communicate effectively with customers, coworkers, and owners.

PHYSICAL REQUIREMENTS:

- High school diploma or equivalent. College course work a plus, not required.
- Demonstrated leadership and customer service experience.
- Computer proficiency with internet, email, POS, Microsoft Office etc.
- Ability to work a flexible schedule to include nights and weekends.

GROWTH/ADVANCEMENT TO SITE MANAGER FOCUS:

- Strive for excellence with a smile.
- Meet/exceed sales and growth goals.



SITE MANAGER

JOB DESCRIPTION

PURPOSE OF A SITE MANAGER:

The Site Manager's purpose is to work closely with the General Manager and Assistant Site Manager and direct activities of Customer Service Attendants to maintain a team approach to deliver a clean, dry, shiny vehicle for each customer in a safe, speedy, and friendly manner, while continually controlling the costs of operation and appearance of the facility.

PRIMARY RESPONSIBILITIES:

- Maintain efficient day-to-day operations by ensuring sufficient resources each day.
- Lead with integrity and promote a culture of accountability.
- Properly address all customer concerns to ensure customer satisfaction.
- Ensure team adheres to all standard operating procedures and safety protocols.
- Continually expand knowledge of the wash process and equipment.
- Manage weekly, monthly, and annual equipment preventative maintenance program.
- Solve problems/do repairs to restore operations in the event of an equipment malfunction.
- Monitor chemical and supply inventory. Complete orders, receiving, and documentation.
- Monitor sales on a daily, weekly, and monthly basis.
- Strive to achieve sales goals and store growth.
- Recruiting, development, and motivating Customer Service Attendants.
- Manage PayStation cash, reconciliation, and prepare bank deposits.
- Maintain the cleanliness of all Hogwash facilities, grounds, and equipment.
- Manage daily operations including opening and closing procedures.
- Completion of required written reports in the allotted timeframe.

SUCCESSFUL MANAGERS:

- Earn a salary of \$45,000 - \$50,000 per year.
- Possess a team mentality and a positive attitude.
- Take initiative and have the drive to succeed.
- Delegate tasks to the team members and maintain accountability.
- Mentor, train, and coach personnel to develop operational knowledge.
- Present a professional image, in appearance and attitude.
- Communicate effectively with customers, coworkers, and owners.

PHYSICAL REQUIREMENTS:

- High school diploma or equivalent. College degree preferred, not required.
- Demonstrated leadership and customer service experience.
- Computer proficiency with internet, email, POS, Microsoft Office etc.
- Ability to work a flexible schedule to include nights and weekends.

GROWTH/ADVANCEMENT FOCUS:

- Strive for excellence with a smile.
- Meet/exceed sales and growth goals.