

American Pride Xpress Car Wash Assistant Manager Information

Description

At American Pride Xpress, we are building our company on amazing customer service, a dynamic culture where we instill a sense of fun and energy into everything we do, while maintaining an incredible focus on our teams. We're looking for Assistant Managers who want to help us as we are building our brand in the express car wash market as the pinnacle of service, quality and value! Our Managers and Crew will receive world class training as well as personal and professional development and incredible growth opportunity. We promote and expect a courteous and friendly work environment with our team showing a positive attitude and an attention to detail. All employees at American Pride Xpress are responsible for providing an outstanding experience for our customers and a safe, enjoyable working environment.

Duties & Responsibilities:

Leadership:

- Foster a positive work environment that encourages open and honest dialogue, feedback and innovation
- Motivate car wash team to achieve their best performance
- Communicate both verbally and in writing with all levels of employees
- Maintain accurate records and documentation as required
- Ensure adherence and compliance with all established policies, procedures and processes
- Responsible for ensuring a professional appearance and attitude at all times
- Accountable for managing the team through opening, closing and ongoing maintenance of the facility during assigned shift.
- Promote sales, manage labor and maximize profitability
- Accountable for overall performance of the team during assigned shift
- Other duties as assigned

Customer Service:

- Establish, demonstrate and recognize exceptional customer service
- Provide Associates the tools necessary to ensure exceptional customer experiences and interactions through example
- Serves as the first point of customer escalation for service-related issues, and works to reconcile customer complaints on assigned shift. Documents all complaints and communicates these to the Manager
- Provide positive resolutions to challenges and/or concerns from customers
- Maintain a neat, clean and organized overall site appearance at each location
- Provide excellent customer service to ensure customer satisfaction

Skills, Aptitude & Experience:

- Motivated with a positive and fun attitude
- Attention to detail with initiative and little need for direction
- Ability to multitask effectively
- Professionalism, honesty and ethical standards in all situations
- Ability to work outdoors in all weather conditions
- Mechanical aptitude
- Experience with Microsoft Office (Outlook, Word, Excel)
- Must maintain reliable transportation
- Must be able to speak, read and write English
- Must be honest and reliable
- Must be able to effectively communicate with staff and customers
- Must be able to lift, push and pull at least 50 lbs.
- Must be flexible and able to work weekends and holidays
- Must be able to work approximately 45-50 hours per week
- High school education or equivalent; some college preferred
- Knowledge of the car was business preferred
- Previous management experience preferred