

## **American Pride Xpress Wash Car Wash Site Manager Information**

### **Description**

This position will lead the operation of our car washes in the most efficient and effective manor to be productive and profitable. This position will be a strong team leader and provide high quality customer service to car wash customers and employees. The Site Manager will be accountable for overall performance of the business including selective P/L responsibilities, sales, operations, staffing and staff scheduling. The Site Manager will possess a strong focus on customer service, car quality and continuous improvement and will help ensure American Pride Xpress makes our mark as the new benchmark for dynamic and friendly service. The Site Manager, in addition to the responsibilities mentioned above, will perform all routine diagnostic maintenance and repairs to the car wash equipment and will be accountable to promote and train all employees including Assistant Managers.

### **Duties & Responsibilities:**

#### **Leadership:**

- Foster a positive work environment that encourages open and honest dialogue, feedback and innovation
- Assist Corporate with the screening of potential new hires
- 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 expenses and maximize profitability
- Accountable for overall performance of the team during assigned shift
- Other duties as assigned
- Establish, demonstrate and recognize exceptional customer service
- Provide Assistant Managers and Crew Members the tools necessary to ensure exceptional customer experiences and interactions through example
- Works with the area management team in the escalation for service-related issues, and works to reconcile customer complaints in partnership with our claims manager. Documents all complaints and communicates these to Claims and Area Managers
- 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
- Other duties as assigned by the Area Manager

### **Supervisory Responsibilities**

- This position will supervise the whole site level staff, including Assistant Managers and Car Wash Crew Members.

### **Requirements:**

#### **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.

#### **Minimum Qualifications:**

- High school diploma or equivalent
- 3+ years of previous management experience
- Basic knowledge of the carwash business and a mechanical aptitude
- Experience with Microsoft Office (Outlook, Word, Excel)
- Must maintain reliable transportation
- Hours of work include, but are not limited to, the hours of operation. Current hours of operation are 7 days a week, 7:30AM-9:00PM, closing only on Christmas; however, additional hours prior to opening/after closing will be necessary to complete required duties, depending on shift
- Must be flexible and able to work 48-55 hours per week
- Reasonable accommodations will be made for days off during the week, at least one weekend per month, and requested vacation days off.

#### **Physical Requirements**

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.

- Required to stand for long periods of time outside in mild to extreme weather elements
- Regularly required to lift and/or move items up to 50 lbs. unassisted

#### **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
- Mechanical aptitude
- Must be able to speak, read and write English

**Further Information:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.