



## **JOB DESCRIPTION**

### **Cashier/Sales Consultant**

**PURPOSE:** Tiger Express desires cashiers that are enthusiastic, motivated and have exceptional customer service skills. This multitasking job is vital to the efficiency and productivity of the car wash process. Cashiers not only finalize customer's car wash transactions they provide information to customers over the phone, organize all lobby merchandise and prepare many computer generated forms and information

#### **KEY ACTIVITIES:**

- a. Must work as a team player and uphold Tiger Express Wash standards of professionalism and integrity.
- b. Must maintain a clean organized work area.
- c. Must apply high standards of employee conduct. Those standards include:
  1. Reliability
  2. Promptness
  3. Courtesy
  4. Appearance
  5. Professional behavior.
- d. Must be able to put forth the best interest of the business and customers above their own.

#### **JOB DUTIES:**

- a. The job is fast-paced.
- b. Important to be able to multi-task.
- c. Friendliness and courtesy is paramount.
- d. Answering numerous phone calls.
- e. Ability to sell wash packages according to company initiatives.
- f. Assist wash staff in maintaining flow of cars in and out of tunnel, as well as, hand-drying cars.
- g. Wash and fold towels, small loads of laundry.

#### **PAY, INCENTIVES, AND CONDITIONS INCOME**

- a. Pay structure based on hourly rate.
- b. Starting rate is minimum wage plus commission.
- c. Commission based on sales of wash packages and gift cards.

## **WORK DAYS**

- a. Full time is 5+ days a week, part time is three days a week.
- b. Work days are on an average 7 1/2 hours a day.
- c. Open 7 days a week, hours varies on location.
- d. We are closed only two days each year: Thanksgiving and Christmas.
- e. All other holidays are considered a regular work day.

## **TUITION REIMBURSEMENT**

- a. Requirement: 1 year vested, At least 1,040 hours from hire date
- b. Beginning in the second year, \$25.00/credit hour
  - a. Paid after 1st semester
  - b. Must average 20 work hours per week
  - c. Must maintain a GPA of 2.5 or higher
  - d. No more than one missed shift per semester
- c. Beginning in the third year, \$50.00/credit hour
  - a. Paid after 1st semester
  - b. Must average 20 work hours per week
  - c. Must maintain a GPA of 2.75 or higher
  - d. No more than one missed shift per semester

## **BENEFITS**

- a. Gym Membership
  - a. After 90 days vested
  - b. \$5.00/per pay period
  - c. Up to two locations
- b. One free car wash per week