



JOB DESCRIPTION

Location Manager

PURPOSE:

The Manager's purpose is to operate and manage a car wash in the most efficient and effective manor to be productive and profitable. There is a need to develop and maintain a staff of assistant managers and production employees to focus on continuous improvement of customer service, quality of vehicle cleanliness and safety.

KEY ACTIVITIES:

1. Supervising management.
 - a. Directing assistant managers to notice employee mistakes.
 - b. Training management to optimize labor for ultimate efficiency.
 - c. Use human resource training to decrease turnover and improve quality.
2. Directing employees.
 - a. Supervising employees to make corrections in quality and customer service.
 - b. Coach employees on job skills.
 - c. Monitor and administer employee incentives/pay.
 - d. Resolve conflicts.
 - e. Ensure quality of detail work
3. Customer service.
 - a. Handling customer complaints.
 - b. Dealing with car damage issues.
 - c. Providing customer confidence through courtesy and name recognition.

INCREASE BOTTOM LINE REVENUE:

1. Motivating the service advisors.
 - a. Addressing customer concerns when presented to the service advisors by customers.
 - b. Monitoring daily sales averages.
 - c. Procedural training.
2. Scheduling and monitoring the detail portion of the business.
 - a. Interact with the service advisors to obtain consistent detail volume.
 - b. Coach the detail personnel.
 - c. Monitor daily inventory of detail supplies.
3. Conduct training meetings.
 - a. Expand skill levels of all employees.
 - b. Role-play, problem solve & coach people.
4. Personnel / Human resources.
 - a. Interview and select staff for maximum flexibility.
 - b. Schedule employees based on projected volume.
 - c. Prepare newly hired employee's federal mandated paperwork.
5. Monitor the wash process.
 - a. Monitor detergent use and effectiveness on an hourly basis.
 - b. Make adjustments and changes to detergent effectiveness based on conditions.

- c. Fill and maintain inventory of cleaning components.
- d. Control utility costs wherever possible.
- e. Conduct hazardous materials training.
- f. Conduct tool box meetings concerning employee and customer safety.

DEVELOPING SKILLS:

1. Supervising production help
 - a. Consistently correcting the quality of service by production help.
 - b. Correcting employee's actions.
 - c. Appeasing the customer.
 - d. Monitor labor costs and adjust crew size to compensate changing volumes.
2. Working and maintaining car wash equipment
 - a. Constantly maintaining/ repairing to eliminate downtime and increase car quality.
 - b. Critiquing the facilities equipment for cleanliness and customer appeal.
 - c. Installing and modifying equipment after hours.
 - d. Interacting with the maintenance staff for parts inventory and technical assistance.
3. Office work
 - a. Complete the employee hour's summary on a daily basis.
 - b. Provide raise/incentive information to bookkeeping.
 - c. Document infractions.
 - d. Coordinate with customers/ insurance company on car damage situations.
 - e. Complete and verify the appropriate hiring documentation for new employees.
 - f. Comply with all state and federal labor laws.
 - g. Complete daily General Sales Report
 - h. become involved in the community to gain more customers.
4. Facility Upkeep and Repair
 - a. Constant housekeeping due to the high traffic and harsh environment.
 - b. Identifying and delegating areas in need of janitorial attention.
 - c. Providing a clean environment to impress the customers and provide a "clean code of conduct".

PAY, INCENTIVES AND CONDITIONS

INCOME:

- a. Weekly salary is based on a 55 hour work week.
- b. Monthly Profit distribution plan.
 1. A percentage of the net profits of the location are distributed to the management on the 15th of the month.
 2. Profits are derived from increased sales, cost control and repeat business.
 3. Profits are affected by the weather and other slow business concerns.
 4. Bonus calculated on a sliding scale based on labor percentages.

TUITION REIMBURSEMENT

- a. Requirement: 1 year vested, At least 1,040 hours from hire date
- b. Beginning in the second year, \$100.00/credit hour
 - a. Paid after 1st semester
 - b. Must average 45 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, \$100.00/credit hour
 - a. Paid after 1st semester
 - b. Must average 50 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 (if available)
 - a. After 90 days vested
 - b. \$5.00/per pay period
 - c. Up to two locations
- b. One free car wash per week
- c. Health insurance

VACATION:

After one year;

- a. Managers employed two full years or more are allowed three weeks paid vacation.
- b. Managers employed less than two full years are allowed two weeks paid vacation.
- c. Managers are expected to fill in for assistant managers during vacations

DAYS OFF:

- a. Schedules based on a two-week cycle. Average two days off per week.
- b. We are closed only two days each year: Thanksgiving and Christmas.
- c. All other holidays are considered a regular work day.

HOURS WORKED:

- a. On the job at 6:30am Monday through Saturday and 7:30am Sunday.
- b. Off, when tasks are complete. On call after you leave facility.
- c. Open 7 days a week
- d. Variables would include necessary maintenance either scheduled or not.
- e. Excessive cleanup and housekeeping that cannot be completed during regular hours.
- f. No scheduled lunch breaks or leaving the facility.
- g. Lunches are unscheduled; eat when you can and bring your own.
- h. Average work week is 55 hours.
- i. Average day is 10 hours.

JOB CONDITIONS:

- a. Physical working environment with a large amount of repetitive motion and bending.
- b. Wet concrete surfaces to walk on all day.
- c. Virtually no sitting except when moving customer's vehicles around the lot.
- d. Scrubbing motions are used constantly.
- e. Mechanical work requires hand and power tool operation.

WORKING ENVIRONMENT:

- a. Hot and humid in the summer.
- b. Water temperature can reach 120 degrees.
- c. Cold winter weather can freeze due to wind exposure and damp conditions. Not recommended for those with arthritis.