



JOB DESCRIPTION

POSITION TITLE: Crew Member

POSITION REPORTS TO: Shift Leader/Management

DATE: January 2025

Summary

Riptide Car Wash Crew Members are responsible for helping customers with transactions, promote business sales and special offers, and maintain cleanliness of the facility. This is a foundational position.

Responsibilities

- Maintain the work area and equipment in a clean and orderly fashion while ensuring all safety regulations
- Follow the work schedule as posted and report to work on time
- Maintain regular attendance and punctuality
- Work diligently to rectify safety issues in a timely manner
- Inform the Supervisor/Manager of any perilous conditions or behaviors
- Report all work related injuries to management immediately
- Contain basic knowledge of equipment and Point Of Sale system
- Complete the shift checklists throughout every shift
- Perform regular maintenance checks to ensure proper performance on all the equipment
- Report any maintenance issues to Management
- Comfortable handling credit card transactions. Riptide is a cashless business
- Must be aware of surroundings at all times. Riptide serves vehicles of all sizes
- Flexibility to work evenings and weekends
- **Must be able to handle hot/cold environments**

Communication

- Communicate adequately with customers, other employees, and Management
- Inform Management of any customer situations, safety accidents/concerns, or policy violations
- Promote current car wash specials to increase car wash sales
- Present and greet customers with a welcoming environment
- Thank customers for their business
- Offer additional suggestions for business or facility upgrades that will improve customer service or the

Qualifications

An individual must be able to carry out each responsibility with proficiency in order to execute this job successfully, along with attending and participating in team meetings as required. The qualifications stated below serve as an indication of the level of expertise and aptitude needed to fulfill the position.

Education: High school diploma or equivalent (Preferred)

Experience: Customer service (Preferred)

Language: Ability to read, write, speak and understand English in a manner that is effective for communication.

Skills and Abilities: Ability to perform routine duties involving use of various procedures/applications and must be able to make minor decisions/judgment calls on daily work tasks.

Technology, tools, and equipment: Ability to operate Point of Sale systems, telephone, power washer, basic knowledge of desktop computers and hand tools

Disclaimer: In no way does this job description say or imply that these are the exclusive responsibilities of the employee holding this position. Subject to all relevant state and federal laws, employees may be expected to comply with additional job-related instructions and to carry out additional job-related activities as requested. Some work functions listed herein may be subject to possible adjustment in accordance with applicable state and federal legislation, and Riptide Car Wash LLC maintains the right to make modifications to the job descriptions as appropriate with or without notification to impacted employees. There is no employment contract established by this job description.

Employee Signature

Date