

## Riptide Car Wash Job Description

**Job Title:** Shift Leader  
**Reports To:** Manager  
**Prepared Date:** 9-15-19

**Location:** 1056 Lititz Pike Lititz, PA 17543

### SUMMARY

Shift Leaders are responsible for providing customers with an exceptional car wash experience. This qualified individual is to have leadership skills and accept responsibility, especially when management is absent from the car wash. Shift Leaders have more required tasks than a Crew Member as described below:

### RESPONSIBILITIES:

#### Business Results Orientation

- \*Accept responsibility for controlling the inventory and company assets on the shift; Protect company assets at all times by following policies
- \*Lead the shift by example to ensure maximum productivity of every staff member, including self
- \*Observe shift operating hours at all times and follow the work schedule as posted, unless a change in schedule is arranged with Riptide Manager
- \*Complete daily paperwork as needed
- \*Work an irregular schedule, including evenings and weekends; Assist in covering shifts with sometimes with short notice
- \*Maintain regular attendance
- \*Perform other duties not listed as required

#### Communication

- \*Advise Riptide Manager of any personnel situations or policy violations having an adverse effect on store operating performance
- \*Report all accidents, maintenance issues and customer incidents to Riptide Manager immediately and complete proper paperwork and communicate with them
- \*Ensure all communications with customers, suppliers, vendors, co-workers, etc. is professional and appropriate
- \*Delegate any necessary tasks per shift and ensuring proper shift change procedures are followed

#### Customer Service Orientation

- \*Greet customers and offer any extra assistance and handle any customer complaints, comments or suggestions
- \*Operate the register executing each of the 5 steps of the transaction: greeting, quick transaction, suggestive sell, correct change, proper closing
- \*Report to work in accordance with company uniform and appearance standards
- \*Exhibit a professional, customer friendly and helpful attitude while on the job
- \*Be knowledgeable about all car wash promotions and employee promotions
- \*Utilize all company programs to the fullest extent in order to provide full satisfaction to customer

#### Developing Talent

- \*Train and follow up with new Crew Members on store procedures
- \*Follow and enforce all company policies and procedures as defined in the Policy/Training Manual or other guidelines
- \*Complete specific tasks as assigned by Riptide Manager
- \*Work continually to enhance knowledge of store operations
- \*Follow proper safety techniques/guidelines and encourages others to do the same (ie: lifting, proper cleaning chemicals, knowledge of safety practices and equipment, knowledge of accident notification and forms)

#### Safety

- \*Complete store safety inspections monthly
- \*Attend and participates in meetings as required
- \*Work diligently to correct safety deficiencies in a timely manner
- \*Follow all safety policies and procedures
- \*Inform Manager of unsafe conditions and behaviors, and recommend how to correct or eliminate them
- \*Report all work-related injuries immediately

#### Technical Expertise

- \*Perform inventory counts on departments assigned by Riptide Manager
- \*Develop and maintain knowledge on how to complete the daily paperwork, including entering daily reports
- \*Assist with chemical inventory controls, including monthly preventative maintenance checks
- \*Assist in ensuring all equipment in store is functioning properly and is receiving proper preventative maintenance checks

\*Adhere to all company policies outlined in the policy manual and inform management when others are not following correct policies or procedures

\*Trouble shoot and reset car wash equipment if necessary

**SUPERVISORY RESPONSIBILITIES**

This position has no direct reports.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty to satisfaction. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (*\*denotes an essential qualification of the position*)

**Education:** \*Required: Equivalent to high school diploma

**Language Skills:** Ability to read, write, speak, and understand English in a manner that is sufficient for effective communication with groups of managers, clients, customers and the general public

**Skills and Abilities:** Ability to perform routine duties involving use of various procedures and application to clearly prescribed standards practices which require the making of minor decisions and use of some judgment as to the method of performance

**Technology, Tools, And Equipment:** Computer, Cash Register, Telephone, Copy/Printer/Fax, Other equipment necessary for Car Wash operations.

**PHYSICAL DEMANDS**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time	None	Under 1/3	1/3 To 2/3	Over 2/3	Amount of Time	None	Under 1/3	1/3 To 2/3	Over 2/3
See: Must be able use cash register, make change, count inventory, use computer				X	Lifting				
Stand/Walk: Must be able to move around c-store.				X	Up to 10 pounds:				X
Sit:		X			Up to 25 pounds			X	
Touch/Grasp/Feel: Must be able to handle products and cash				X	Up to 50 pounds		X		
Climb or balance:		X			Up to 100 pounds	X			
Stoop, kneel or crawl:			X		Over 100 pounds	X			
Talk or hear: Must be able to communicate in person and on telephone system				X					
Working conditions: Car Wash / Outdoors				X					

**Disclaimer:**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Riptide Car Wash LLC reserves the right to make changes to job descriptions as needed with or without notice to affected employees. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws. This job description does not establish a contract for employment.