

Maintenance Manager Job Description

Job Title: Equipment Manager

Location: 1056 Lititz Pike Lititz, PA 17543

Reports To: General Manager

SUMMARY

The Riptide Equipment Manager acts as a liaison between the field and management. This individual will be responsible for the car wash operations including budget controls, help with staffing, and store profitability. This is a fast pace work environment. Other responsibilities include the maintenance program of the equipment while maintaining the equipment, inventory, coaching and communicating to the GM/team while following company's standards and policies.

RESPONSIBILITIES

Business Orientation

- *Monitor, evaluate and analyze monthly performance with the manager to identify strengths and weaknesses to plan for improved performance

- *Coach the team to reach their fullest potential of sales and profitability

- *Work an irregular schedule, including 40+ hours/week and some evenings/weekends

- *Attend Manager/owner meeting monthly

- *Participate in interviews as needed

- *Attend and drive participation in company sponsored events (parades, fundraiser programs, other community events) which can occur outside of normal working hours

- *Perform other duties not listed as required.

Communication

- *Communicate with the GM of Riptide Car Wash on a regular basis on any issues that may affect the business

- *Interface with employees at all levels of the organization

- *Communicate with GM on all employee termination issues and worker's compensation cases

- *Maintain the highest levels of integrity and honesty inside and outside of the company as well as be in professional conduct at all times

Customer Service Orientation

- *Lead excellent customer service by example, promoting customer awareness and a customer-focused mindset among all employees.

- *Work to support the efforts of the manager and establish open communication

- *Ensure proper customer service tools and resources are available and communicated to give the best possible customer service

- *Maintain image standards to deliver a consistent and pleasant customer experience

Developing Talent

- *Help with the hiring/training of crew members and shift leaders and be involved in the training procedures
- *Provide experience, skills and expertise as needed to co-workers
- *Ensure performance to company standards and coaching is ongoing throughout the year
- *Take the initiative to train and development

Safety

- *Attend and participate in safety meetings
- *Work diligently to correct safety deficiencies in a timely manner
- *Investigate all work-related and/or customer injury/property damage accidents, identifying the conditions responsible and corrective action needed
- *Follow all safety policies and procedures
- *Inform GM of unsafe conditions and behaviors, and recommend how to correct or eliminate them

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education:** Required: Equivalent to high school diploma
- Experience:** 2 years supervisor/management experience preferred, basic knowledge of hand tools
- Language Skills:** Ability to read, write, speak, and understand English in a manner that is sufficient for effective communication with groups of managers, customers and the general public.
- Technology, Tools, And Equipment:** Computer PC, *iPad, *Microsoft Office
Valid Driver's License