



Riptide Car Wash Job Description

Job Title: Shift Leader

Reports to: Management

Revised: 2/17/2023

Summary

Leads each work shift and delegates responsibilities to crew members. Held accountable for opening and closing wash procedures, handling claims, and running wash operations when management is not present.

Responsibilities

- Lead the shift by example to ensure maximum productivity of every staff member, including self.
- Take initiative to help customers with their comments and concerns and handle incident claims
- Maintain regular attendance
- Exhibit a professional customer friendly attitude and appearance at all times
- Be knowledgeable in car wash packages, promotions, procedures, and programs
- Follow proper safety guidelines at all times
- Comfortable handling credit card transactions. Riptide is a cashless business
- Flexibility to work evenings and weekends
- Must be aware of surroundings at all times. Riptide serves vehicles of all sizes.
- Aid Management as required
- Being punctual when opening the wash when it is your responsibility to do so
- Ensuring all tasks are completed before closing the wash for the evening
- **Must be able to handle hot/cold environments**

Communication

- Advise Management of any policy violations having an adverse effect on store operating performance

- Report all accidents and incidents involving vehicles, customers, staff, and maintenance to Management immediately and complete proper paperwork
- Ensure the work environment with other staff is professional and appropriate
- Delegate any necessary tasks per shift and ensuring proper shift change procedure are followed
- Report all work related injuries to Management

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, customer service (1 year preferred)

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.