

Riptide Car Wash Job Description

Job Title: Crew Member
Reports to: Manager

Location: 1056 Lititz Pike, Lititz, PA 17543

Summary

Riptide Car Wash Crew Members are responsible for providing customers with an exceptional car wash experience. Crew Members are also expected to maintain efficient operation of the car wash, maintain the overall cleanliness of the facility, promote car wash sales and to engage customers in any ongoing promotions.

Responsibilities

- Maintain the work area and equipment in a clean and orderly condition while following all safety regulations
- Monitor soap usage
- Follow the work schedule as posted and report to work on time
- Maintain regular attendance
- Work diligently to correct safety issues in a timely manner
- Inform the Supervisor or Manager of any unsafe conditions or behaviors, and help to correct them
- Report all work related injuries immediately
- Cooperate with the medical provider, and follow the treatment plan
- **Must be able to handle hot/cold environments**

Communication

- Communicate effectively with customers, and other employees/Manager
- Advise the Manager of any customer situations, safety accidents, or policy violations
- Promote current car wash promotions to customers to increase car wash sales
- Greet all customers in a timely and friendly manner
- Thank the customers for their business
- Deliver exceptional customer service by greeting customers by their name when possible
- Suggest company or facility improvements that will enhance customer service.

Technical Expertise

- Complete the shift cleaning checklist on every shift worked
- Perform regular maintenance checks to ensure proper performance on all equipment
- Report any maintenance issues to the Supervisor/Manager
- Maintain knowledge of the car wash operation, equipment, and soap

Qualifications

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are a representation of knowledge of skills and the ability required to fulfill the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High school diploma or equivalent (if applicable)

Experience: Retail experience 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/judgements on daily work tasks.

Technology, tools and equipment: Ability to use a computer, telephone, power washer, various custodial related tools, and tools in general