



Job Description

Job Title: Car Wash Associate

Reports To: Sparkle Express Manager

FLSA Status: Non-Exempt

Prepared Date: 01-21

SUMMARY

Car Wash Associates are responsible for providing customers with an exceptional buying experience. Car Wash Associates are also expected to maintain efficient operation of wash, maintain the overall cleanliness of the facility, to promote car wash sales and to engage customers in carwash promotions. Car Wash Associates spend the majority of their shifts working outside.

RESPONSIBILITIES BY COMPETENCY: (**denotes an essential function of the position*)

Business Results Orientation

- *Maintain work area and equipment in a clean and orderly condition while following all safety regulations.
- *Track all necessary inventories.
- *Follow the work schedule as posted and reporting to work on time.
- *Post hours worked on the computer and sign all necessary documentation.
- *Maintain regular attendance and follow designated safety practices.

Perform other duties not listed as required.

Communication

- *Communicate effectively with customers, other company employees and manager.
- *Advise manager of any customer situations, safety accidents or policy violations that would have an adverse effect on store operating performance.
- *Promote current wash promotions to customers and increase wash sales.
- *Report any customer injuries or any customer property damage to manager immediately.

Customer Service Orientation

Greet all customers in a timely and friendly manner.

Thank customers and invite them to return.

Deliver exceptional customer service including individualized customer assistance and greeting customers by name when possible.

- *Suggest to customers wash products and services available that may fit their needs.
- *Report to work in accordance with company appearance and uniform standards.

Responsible for suggesting company or facility improvements that will enhance customer service.

Utilize all company programs to the fullest extent to provide full satisfaction to customer and make customer recoveries when necessary.

Developing Talent

Continually strive to improve own performance and performance of the facility as a whole.

*Complete training as required.

Safety

*Work diligently to correct safety deficiencies in a timely manner.

*Complete any safety training required for this position.

*Follow all safety policies and procedures.

*Inform Supervisor or Manager of unsafe conditions and behaviors, and recommend how to correct or eliminate them.

*Report all work-related injuries immediately.

Cooperate with the medical provider, and follow the treatment plan and Return-to-Work Program.

Avoid preventable accidents.

Technical Expertise

*Complete shift cleaning checklist on every shift, including inside and outside responsibilities.

*Perform regular maintenance checks to ensure proper performance of all equipment.

Detect and report defective material or questionable conditions to manager.

Following proper vendor check in procedures.

*Maintain knowledge of car wash operations, equipment and chemicals necessary for this position.

SUPERVISORY RESPONSIBILITIES

This position has no direct reports and this position reports directly to the Sparkle Express Manager.

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. (**denotes an essential qualification of the position*)

Education: Preferred: Equivalent to high school diploma.

Experience: Up to and including 3 months retail experience

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.

(may be representative but not all-inclusive of those commonly associated with the position)

Technology, Tools, And Equipment: *Computer, *Telephone, Copy/Printer/Fax, *Power Washer, *Various custodial related tools, *Various grounds maintenance related tools, Other equipment

Certificates, Licenses and/or Registrations: None required

PHYSICAL DEMANDS

Amount of Time	None	Under 1/3	Over 2/3		Amount of Time	None	Under 1/3	Over 2/3
SEE:			X		Lifting			
Must be able to clean equipment and facility plus conduct minor troubleshooting and repairs			X		Up to 10 pounds:			X
Stand/Walk: Must be able to move around car wash Must be able to move around car wash			X		Up to 25 pounds		X	
Sit:		X			Up to 50 pounds		X	
Touch/Grasp/Feel: Must be able to handle cleaning equipment and supplies			X		Up to 100 pounds	X		
Climb or balance:		X			Over 100 pounds	X		
Stoop, kneel or crawl:			X					
Talk or hear: Must be able to communicate in person and on telephone system			X					
Working conditions: Outside facility maintenance Car Wash			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. Sparkle Express 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.