



Job Title: General Manager

About Us: California Hand Wash isn't just about cleaning cars – it's about elevating the entire car care experience. With our innovative conveyor-driven tunnel hand wash, premium ceramic coating services, and professional detail center, we're dedicated to providing top-tier service while maintaining the highest standards of safety and professionalism.

California Hand Wash is the result of a shared vision between local residents Jack Craig and Mathew Stoner, along with investor Kirt Lattanze. In June 2018, they embarked on their entrepreneurial journey by acquiring the former Executive Car Wash in Johns Creek, laying the groundwork for the first California Hand Wash location. Since then, we've expanded our reach, acquiring the former Hamilton Mill Car Wash in November 2020 and opening our newest location in Alpharetta in January 2024. We're excited about the future and are looking for select individuals to help us grow.

Join us on our journey and discover why at California Hand Wash *"It's Not Just A Car Wash, It's An Experience!"*™

Job Overview: We are seeking a highly motivated and experienced Full-Service Car Wash General Manager to oversee the operations of our car wash facility. The ideal candidate will have a proven track record in managing car wash operations, ensuring exceptional customer service, and driving business growth.

Responsibilities:

1. Operations Management:

- Oversee day-to-day operations.
- Manage staffing levels, schedules, and ensure adequate coverage to meet customer demand and maintain brand standards.
- Maintain operational policies and procedures to optimize efficiency and productivity.
- Ensure compliance with safety standards and regulations.

2. Customer Service Excellence:

- Maintain high standards of customer service and satisfaction.
- Address customer inquiries, complaints, and concerns promptly and professionally.
- Train and motivate staff to deliver exceptional customer experiences.

3. Financial Management:

- Monitor financial performance and implement strategies to achieve revenue targets and profitability.
- Manage budgets, including expenses and revenue forecasting.
- Analyze financial reports and identify opportunities for cost savings and revenue enhancement.

4. Staff Management and Development:

- Recruit, train, and develop a high-performing team.
- Set performance goals and provide regular feedback and coaching to staff.
- Foster a positive work environment that encourages teamwork, communication, and collaboration.

5. Marketing and Business Development:

- Build relationships with members to drive brand loyalty and engagement with the local community.
- Stay informed about industry trends and competitor activities and recommend adjustments to the corporate strategies accordingly.

Qualifications:

- Proven experience in managing a full-service car wash facility.
- Proficiency in financial management, including budgeting and financial analysis.
- Excellent communication skills, both verbal and written.
- Strong leadership skills, with the ability to motivate and support team members to achieve success.
- Effective problem-solving skills, particularly in high-stress situations.
- Exceptional customer service skills, including dispute resolution and customer care.
- Basic computer skills, including Microsoft Word, Outlook, and Excel.
- Knowledge of car wash equipment, chemicals, and maintenance procedures is a plus.
- Bachelor's degree in Business Administration, Management, or a related field preferred.

Physical Requirements:

- Standing for long periods: Most of the workday will be spent on your feet.
- Walking frequently: Moving around the car wash facility to check on operations and assist staff.
- Bending and crouching: To access equipment, check under vehicles, or perform maintenance tasks.
- Lifting up to 50 pounds: May need to lift supplies, equipment, or occasionally assist customers with heavy items.
- Outdoor exposure: Working in all weather conditions, including extreme heat and cold.
- Hand dexterity: To handle tools, cleaning supplies, and operate equipment.

Benefits:

- Full-Time Salaried Position with Competitive Pay
- Monthly Performance Based Bonuses
- Company Paid Health, Dental, Vision, Life and AD&D Insurance
- Monthly Cell Phone Allowance
- Monthly Gas Allowance
- Up to 10 days (80 hours) of PTO (Paid Time Off) per year
- 7 Company Holidays