

**Job Title: Site 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: Reporting to the General Manager, the Site Manager plays a key role in ensuring the smooth operation of our site. They are responsible for coaching, training, and leading a team of employees to deliver outstanding customer service in a safe and efficient manner. The Site Manager also provides support to the General Manager in overseeing overall site operations.

Key Responsibilities:

1. Provide coaching, training, and general operational oversight to employees, ensuring adherence to company standards and procedures.
2. Lead by example and serve as a role model to other team members, fostering a positive and productive work environment.
3. Develop expertise in company policies, practices, and procedures, ensuring compliance and consistency across the team.
4. Perform duties as necessary to ensure quality and timely customer experience, stepping in to assist during peak periods or as needed.
5. Support the General Manager with the overall operation of the site, including administrative tasks and decision-making.
6. Manage the site in the absence of the General Manager, including performing opening and closing duties and handling any issues or emergencies that arise.

Qualifications:

- Minimum of 1-year relevant work experience in a similar role.
- 40 hours per week, including weekends, based on business needs, and on-call availability.
- Ability to work in hot/cold weather conditions and perform physical tasks as required.
- Valid driver's license and clean driving record for the past 24 months.
- Excellent communication skills, both verbal and written, with the ability to interact effectively with customers and team members.
- Commitment to operational excellence and a proactive entrepreneurial spirit.
- 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.
- Comfortable working in a fast-paced environment and managing multiple tasks to accomplish goals.
- Basic computer skills, including Microsoft Word, Outlook, and Excel.

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
- Up to 10 days (80 hours) of PTO (Paid Time Off) per year
- 7 Company Holidays