

Car Wash Attendant Job Description

JOB TITLE: Car Wash Attendant

DATE: 11/1/2018

REPORTS TO: Manager or Team Lead

JOB SUMMARY

Car wash attendants are responsible for directing customers into the wash and carrying out all other daily duties that ensure effective operation of a car wash facility with a priority placed on delivering the best quality of service to customers in a clean and safe environment.

REPORTING RELATIONSHIPS

This position reports directly to the manger or owner but also receive guidance from a team-leader.

DUTIES & ESSENTIAL JOB FUNCTIONS

- **Car Washing-** Greet each customer as they enter the wash, provide direction to the vehicle operator to properly drive onto the conveyor, and prep the vehicle.
 - Inspect each vehicle before loading into the wash
 - An attendant must be alert to potential damage issues and will be expected to take corrective action to eliminate risks such as antenna removal, insure loose car parts are secure, sun roofs are closed, or in some cases, divert high-risk vehicles from the wash and provide refunds.
 - Pre-wash (prep) heavily soiled and hard to reach areas of vehicles while taking care to protect vehicle surfaces.

- **Customer Service-** Interact with customers with a respectful and friendly demeanor and work to insure their satisfaction.
 - Provide accurate information to customers about wash packages and provide instructions on how to utilize the wash from purchase through vacuuming.
 - Address any customer complaints with focus on resolution which may include running the customer through the wash again at no-charge, or obtaining contact information to allow for the manager or owner to follow up on the complaint.

- **Cleaning and Maintenance-** Any time not loading cars into the wash or supporting customers, the attendant is expected to be cleaning and maintaining equipment.
 - a. Cleaning tasks include but are not limited to, emptying trash containers into dumpster, sweeping parking lot, cleaning out the wash bay, and cleaning windows which may include utilizing high pressure water to clean.

- b. Additional cleaning tasks will be required at start and end of shifts which will include areas such as pump room, office area, and bathroom.
 - c. Observe wash systems for performance and take action to troubleshoot & report any issues found.
 - d. Change or refill wash soaps and chemicals and launder & fold towels.
 - e. Utilize or replace water hoses, nozzles, brushes, soap buckets, broom, hand tools, pressure washer, and grease gun
 - f. Ensure vacuums are unclogged, trash collector cans emptied, and hoses properly hung.
- **Safety & Security-** Maintain a safe environment by always utilizing the proper safety equipment for each task. Always insure the wash including any areas containing cash are never left unsecure.
 - a. Utilize safety glasses and gloves when handling chemicals.
 - b. Lift properly and utilize a hand truck when appropriate.
 - c. Stay clear of conveyor when in motion, utilize emergency stop when working on or near the conveyor.
 - d. Never step in front of a vehicle entering wash or being guided by the conveyor.
 - e. Never leave cashiers open, unlocked, or otherwise unsecure and do not remove or handle cash from cashiers in front of non-employees.
 - f. Open and/or close the facility securing all entry points and operating alarm.

OTHER FUNCTIONS AND RESPONSIBILITIES

Additional job functions may be include but are not limited to: Handling and counting of money and/or making change for customers.

QUALIFICATIONS

- Ability to display courteous and professional attitude
- Excellent customer service skills to ensure optimum customer satisfaction
- Strong desire to work flexible hours, such as weekends (highly dependable)
- Ability to work standing over long periods of time
- Ability to lift items of moderate weight (up to 35 lbs)
- Ability to work outdoor and be efficient in all weather conditions
- Ability to work swiftly to deliver washed vehicles to customers in record time
- Ability to interact ethically with fellow employees and customers
- Possess high school diploma together with training or/and a year sales experience in related occupation; alternatively, equivalent combination of experience and education
- Possess valid and current driver's license
- Excellent written and oral communication skills, as well as interpersonal skills
- Ability to maintain clean and organized appearance in a sometimes dirty environment
- Knowledge of cars and their parts, tools and other necessary equipment
- Ability to work autonomously, follow directions, and correctly implement tasks

PREFERRED

Candidate should have a stable job history with references that can provide validation.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents.

Employee Name (Print)

Date

Employee Signature

Date

Manager's Signature

Date