

Position Summary

The Assistant Manager supports daily operations of a high-volume tunnel car wash, ensuring efficient throughput, strong sales performance, excellent customer experience, and a clean, safe facility. This role directly supervises team members and helps drive membership growth and revenue.

Key Responsibilities

Operations Management

- Open and/or close the wash according to company procedures
- Ensure tunnel, equipment, and POS system are fully operational
- Oversee daily wash operations to maintain speed, quality, and safety
- Maintain clean, organized property (tunnel, lot, vacuums, pay stations)
- Report any equipment issues through the proper channels

Team Leadership

- Supervise, train, and motivate sales associates and wash attendants
- Provide real-time coaching and performance feedback
- Assist with scheduling to ensure proper coverage
- Enforce company policies and standards

Customer Experience

- Resolve customer concerns quickly and professionally
- Ensure consistent, high-quality wash results
- Build relationships with repeat customers and members

Sales & Customer Engagement

- Greet every customer promptly with a friendly, upbeat attitude
- Educate customers on wash packages and membership options
- Recommend upgrades and monthly plans based on customer needs
- Handle transactions accurately using POS systems

Site Cleanliness & Safety

- Enforce safety procedures for employees and customers
- Ensure proper use of equipment and chemicals
- Conduct routine safety checks and report hazards

Qualifications

- 1–3 years of supervisory or management experience (retail, car wash, or service industry preferred)
- Strong leadership, sales, and customer service skills
- Comfortable working in a fast-paced outdoor setting in varying weather conditions
- Basic mechanical aptitude is a plus

Work Environment

- Fast-paced, outdoor/industrial setting
- Requires standing, walking, and occasional lifting
- Flexible hours including mornings and evenings
- Weekend and holiday availability required
- Full-time or part-time opportunities available