

Position Summary

The Shift Lead is responsible for overseeing daily operations during their assigned shift at the tunnel car wash. This role ensures high-quality customer service, efficient wash production, employee performance, and site cleanliness while supporting sales goals and membership growth.

Key Responsibilities

Operations Management

- Close the wash according to company procedures
- Ensure tunnel, equipment, and POS systems are fully operational
- Maintain clean, organized property (tunnel, lot, vacuums, pay stations)
- Report any equipment issues through the proper channels

Team Leadership

- Supervise and direct team members during shift
- Train new employees in procedures and safety standards
- Hold team accountable for performance and behavior
- Maintain a positive, high-energy work environment

Customer Service

- Resolve customer concerns quickly and professionally
- Ensure consistent, high quality wash results
- Maintain a fast, friendly, and efficient customer flow
- 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

- Ensure property, tunnel, and vacuum areas are clean and organized
- Enforce safety procedures and proper equipment use
- Conduct routine site walks throughout shift

Qualifications

- Previous car wash or retail/fast-paced service experience preferred
- Leadership or supervisory experience strongly preferred
- Strong communication and problem-solving skills
- Comfortable working in a fast-paced setting in varying weather conditions

Work Environment

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