

# AUTAWASH CAR WASH MANAGER JOB DESCRIPTION

## **Purpose:**

The Car Wash Manager develops and maintains a diverse team at our car care store to insure outstanding customer service. The Car Wash Manager is “hands-on” in the operation ensuring that the employees are properly trained/coached and that our customers are satisfied with all of the services they have received. The Manager has a passion for customer service and team leadership with high energy and personal accountability. The manager is a natural leader and continuously challenges others for “excellence in execution” toward goal.

## **Key Focus Areas:**

1. **Increasing customer satisfaction**
2. **Increasing bottom line revenue**
3. **Maintaining a results driven crew**

## **Position Requirements:**

- Retail sales & management experience: 3 years
- Supervisory & training experience: 3 years (preferred)
- Operations management: 3 years
- Demonstrated mechanical ability
- Valid Driver’s License and Drug Screening

## **Job Analysis:**

### ***Work Environment***

Primarily works in an outdoor environment year-round. Winter is busy season. Works as a part of a store management team and assists other department managers as needed. Must be able to physically perform the duties and responsibilities of all carwash production and customer service positions to be able to help flow and to train all car wash employees. Work is done in a fast-paced environment. Position requires constant people interaction, both with a wide variety of employees as well as customers. The position requires that a person is fully ambulatory and is fully sighted, with or without vision correction.

### ***Qualities***

Must have a proactive safety attitude. Successful Autawash Managers are naturally able to multi-task. Enjoys meeting and greeting customers and explaining how we can help them take care of their vehicle’s appearance. Must conduct oneself in a consistently positive, good team player, professional manner of high integrity and honesty as a member of the *Autawash* Management Team.

### ***Abilities***

Must be able to learn our business from the ground up by performing all line production and customer service positions. Must be able to read, interpret, and apply policies and procedures from written material including operations and maintenance manuals. Must become cross-trained in all Express and Full Service Detail processes, practices, and quality control. Must have the ability to learn basic preventative and repair maintenance procedures on industrial carwash equipment. Must be able to learn to run the car wash operation to meet established goals regarding labor management and sales goals.

### ***Skills***

Requires the ability to drive many different types of vehicles and maintain a valid Colorado Driver’s License. Must be able to promote *Autawash* services to customers and the community, and promote *Autawash* for employment and career opportunities to peers and the community.

Send your resume to [humanresources@autawash.com](mailto:humanresources@autawash.com)