

MinuteMan Car Wash

Wash Attendant (WA)

Job Description



Reports to: General Manager

Supervised by: Membership Sales & Service Reps

Key Roles and Accountability:

- Prep vehicles to MinuteMan standards and be sure customers get the correct wash (including retracts).
- Demonstrate a positive attitude toward customers at all times.
- Maintain tunnel and property cleanliness to MinuteMan standards.
- Monitor cars in the tunnel to ensure vehicle safety
- Provide customer service as needed.

Duties:

- Demonstrate the MinuteMan Customer Service Standards at all times
- Greet customers with smile and acknowledgement to build rapport
- Address customer concerns and questions when presented to you
- Prepare cars before entering the wash
- Assist customers as needed to have the car in neutral when entering the wash
- Be aware and monitor cars moving through the tunnel until fully exited
- Identify and report any problems or issues with the wash mechanics
- Direct customer issues and incidents to a Member Service and Sales Rep and/or GM in a way that makes the customer feeling taken care of
- Understand and follow all safety procedures
- Follow and document duties in checklist our process app
- Keep tunnel cleaned as outlined in Checklist Process
- Keep grounds cleaned to the standard your GM has instructed which includes:
 - Picking up garbage
 - Shoveling and sweeping debris and ice salt
 - Follow opening duties as outlined in Checklist
 - Follow closing duties as outlined in Checklist
 - Reset and adjust queue when it's not working
 - Troubleshoot problems you've been trained on
 - Be proactive in clean up and washing not waiting to be instructed
 - Follow all company policies and procedures
 - Work the hours scheduled each week or coordinate trades through your GM

Desired Skills and Experience:

- Six months related job experience
- Physical labor
- Proactive work ethic
- On time to work
- Respect leadership
- Communicate openly and honestly
- Acceptance to be wet all day

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Compensation and Benefits:

- Make up to \$18 per hour with cash tips
- Base Salary: \$14/hr + Tips
- Annual reviews with an opportunity for an increase
- Five days Paid Time Off accrued after one year of employment (full time employees only)
- We close on all major holidays