

MinuteMan Car Wash

Parking Lot Concierge (PC)

Job Description



Reports to: General Manager

Supervised by: Membership Sales & Service Reps

Key Roles and Accountability:

- Lot Hospitality & Guidance: Act as the primary greeter in the lot, guiding traffic flow and ensuring a welcoming first impression.
- Site Cleanliness & Presentation: Maintain the "MinuteMan Standard" for the parking lot, vacuum areas, and trash management.
- Member Support & Amenity Management: Ensure all customer-facing supplies (towels, cleaners) are stocked and ready for use.
- Safety & Organization: Monitor lot activity to ensure vehicle safety and an organized flow of traffic during peak hours.

Duties:

- Proactively welcome customers as they arrive and direct them to open vacuum stalls or the wash entrance.
- Monitor and restock towel bins and cleaning solution bottles continuously throughout the shift.
- Empty all trash receptacles in the vacuum and lot areas before they become full.
- Keep the parking lot organized, sweeping up debris and ensuring the area is safe and presentable.
- Answer basic questions about wash services and memberships, directing customers to an MSSR for sign-ups.
- Assist customers with basic needs, such as help with vacuum hoses or locating specific site amenities.
- Maintain a high level of alertness to prevent traffic congestion or safety hazards in the lot.
- Follow and document lot-specific duties in the checklist app as instructed by the GM.
- Collaborate with Wash Attendants and MSSRs to ensure a seamless handoff as cars move from the lot to the tunnel.
- Maintain a positive and approachable demeanor even during high-volume periods or adverse weather.
- Perform other lot-maintenance duties as assigned by management to support site operations.

Desired Skills and Experience:

- Strong customer service skills with a friendly and approachable personality.
- Ability to stay organized and calm in a fast-paced, busy environment.
- Dependable work ethic and a team-oriented mindset.
- Comfortable working outdoors in various weather conditions and standing for extended periods.
- Effective communication skills to provide clear directions to customers.
- GWC: Must "Get" the importance of lot flow, "Want" to provide a great guest experience, and have the "Capacity" to remain active and alert outdoors.

Compensation and Benefits:

- Make up to to \$16/hr with bonuses
- Base salary: \$15/hr
- Annual review each year with an opportunity for a raise.
- Flexible scheduling.
- Positive team environment with opportunities for growth into MSSR or Leadership roles.
- We close on all major holidays.
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