

## MinuteMan Car Wash

Membership Sales & Service Representative (MSSR)

Job Description

---



**Reports to:** General Manager

### **Key Roles and Accountability:**

- Generate sales revenue by promoting and selling car wash memberships to potential customers.
- Supervise and manage a team of wash attendants to ensure efficient and safe operations.
- Provide exceptional customer service by offering knowledgeable and friendly assistance to customers and effectively addressing inquiries.
- Demonstrate leadership by leading by example, effectively communicating and resolving problems, and supporting policies and processes.
- Ensure proper wash functionality and avoid any potential issues that may impact the customer experience.

### **Duties:**

- Achieve assigned closing percentage by effectively selling car wash memberships to customers to help the wash meet its goals.
- Maintain a regular presence at the kiosk and be ready to greet customers as they arrive.
- Respond to customer inquiries and concerns, using product knowledge and customer service skills to provide exceptional service.
- Maintain a positive and welcoming demeanor at all times, greeting customers with a smile and positive attitude.
- Supervise and coach wash attendants to ensure they perform their duties according to expectations, and report any performance or behavior issues to the GM.
- Assist with lot, tunnel cleaning, and maintenance as needed.
- Flexibility to work retail hours, including weekends and evenings, and to work in outside environments during all seasons.
- Participate in company meetings and training programs to stay up-to-date on best practices and procedures.
- Perform other duties as assigned by management.

### **Desired Skills and Experience:**

- One year of experience in sales and customer service.
- Prior experience in supervising others or leading a team is preferred
- Ability to lift up to 50 pounds and perform physically demanding tasks such as shoveling when required
- Effective communication skills to provide clear instructions to others

### **Compensation and Benefits:**

- Make up to \$21 per hour with sales commissions
- 1st 30 days: \$17 per hour (no sales commissions)
- After 30 days: \$17 per hour + Full Sales Commission
- Annual review each year with an opportunity for a raise
- Five days of Paid Time Off accrued after one year of employment (full time employees only)
- We close on all major holidays