



Rocky Mountain Wash, LLC

PO Box 659

Belgrade, MT 59714

(307) 367-7577

www.rockymountaincarwash.com

Title of Position: Car Wash Customer Service Attendant (CSA)

JOB DESCRIPTION

Summary/objective: The primary purpose of a Customer Service Attendant is to provide our customers with a safe, fast, clean, and friendly experience, along with quality products and services to ensure repeat business.

Benefits:

- Longevity bonuses at 6 months and every year
- Opportunities to advance within the company
- Bonuses based on seasonal competitions

Full Time Benefits:

- Company paid health insurance
- Group vision and dental insurance
- Paid time off
- Paid holidays

Essential functions:

- Maintain the physical appearance of the location, which includes the self-serve bays, equipment, automatic car wash, grounds, restrooms, and landscaping.
- Ensure vacuums are unclogged, trash cans emptied, hoses properly hung, and trash is picked up on lot.
- Perform preventative maintenance on the car wash equipment.
- Perform minor equipment repairs and adjustments as trained and directed.
- Accurately maintain materials, supplies, and inventories. Replenish products and materials as needed.
- Help customers as needed in a friendly manner. Show courtesy to each customer as if they are a guest.
- Greet as many customers as possible and inform interested customers about our monthly unlimited membership. Help customers sign up for membership if interested.
- Help customers and give them proper instructions to use the equipment to get the results that they desire.
- Educate customers about products and services and adequately answer any questions and resolve all problems the customer may have.



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- Learn to perform every function at the car wash.
- Ensure company policies and procedures are adhered to in carrying out given tasks daily.
- Learn how to train new customer service attendants.
- Continually learn how to maintain and repair car wash equipment.

Duties, responsibilities and activities may change at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Competencies:

- Teamwork
- Responsibility
- Trustworthiness & Ethics
- Excellent Customer Service Skills
- Professionalism

Work environment: On-site at business location.

Physical demands:

- Employees are on their feet the majority of the day, except when taking allowed breaks.
- This position requires lifting, bending, and climbing ladders.
- This position requires the employee to scrape mud, clean bays with high pressure water, lifting trash cans and disposing, sweeping and other cleaning tasks.
- This is a year round position, in which employees are required to be outside. This is applicable to hot summer days and cold winter days.

Required education and experience:

- At least 1 year of customer service experience is required.
- Mechanical experience is not required but preferred.

Affirmative Action/EEO statement: Rocky Mountain Wash, LLC is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.