



Rocky Mountain Wash, LLC

PO Box 659

Belgrade, MT 59714

(307) 367-7577

www.rockymountaincarwash.com

Title of Position: Car Wash Site Manager

JOB DESCRIPTION

Summary/objective: The position of a Site Manager is to develop and maintain a team of people who can provide outstanding customer service to ALL customers in a clean, safe, friendly, and fast-paced environment. It is the Site Manager's goal to achieve a good experience for the customer through the management of customer service; maintained equipment and well trained and developed Customer Service Attendants.

Benefits:

- Company paid health insurance
- Group vision and dental insurance
- Monthly bonuses based on NOI
- Longevity bonuses at 6 months and every year
- Paid time off
- Paid holidays
- Flexible hours and schedule

Essential functions:

- Monitor and control chemicals daily and monthly. Troubleshoot any issues that arise with chemical/soap usage.
- Conduct daily preventive maintenance according to scheduling to prevent equipment downtime as much as possible.
- Conduct initial and periodic checks throughout the day on all equipment. Perform cleaning procedures of equipment daily
- Conduct equipment repairs proactively and troubleshoot problems quickly. Work with company technician when necessary.
- Review all equipment updates and maintain service records.
- Continue to improve knowledge of all equipment.
- Collect and handle cash deposits in a safe and accurate manner.
- Provide guidance and motivation to staff to increase unlimited monthly membership sales.
- Maximize flow of vehicles being washed through training and standards of performance.
- Be aware of any vehicles entering the wash with damages or extremely dirty, address the issue and prevent any further damages or dissatisfaction of wash due to already damaged or extremely dirty vehicles.



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- Increase car counts, revenue per car, vending sales, and monthly membership base.
- Greet and interact with all customers.
- Handle customer inquiries, complaints, and compliments in a positive and friendly manner.
- Maintain a clean and safe environment.
- Ensure that all reports and data are completed accurately and submitted to the home office on time.
- Ensure company policies and procedures are adhered to.
- Attend and excel at all training programs, internal and external.

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:

- Leadership & Development
- Teamwork
- Responsibility
- Trustworthiness & Ethics
- Performance Management
- Results Oriented
- Excellent Customer Service Skills
- Professionalism

Supervisory responsibilities:

- Oversee and supervise the Customer Service Team.
- Prepare work schedules for staff within a given budget and allotted hours.
- Train attendants to perform all possible duties and functions on site.
- Provide continuous training and coaching of each employee to maximize them to their fullest abilities.
- Conduct annual performance reviews for personnel
- Conduct interviews and hire new staff when necessary. Create training schedules and ensure proper training of all new staff.
- Maintain a professional appearance and keep personnel clean and uniforms neat in appearance.
- Lead by example and continuously train staff in customer service and equipment maintenance.

Work environment: On-site at business location.



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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.
- At least 1 year of experience managing a team.
- 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.