



Job Description

Customer Service Associate, Sales

Position	Customer Service Associate	Reports to	Site Manager
Department	Site Team Member	Direct Reports	-
Job Location	On - Site	FLSA	Hourly; Non-Exempt

Position Summary

Customer Service Associates are responsible for educating and informing customers about the successful operation, benefits, and safety at Thoroughbred Express' washes.

Key Duties and Responsibilities

- Focus on providing a positive customer experience.
- Carry out daily duties that ensure effective operation of a car wash facility in partnership with peers and site management.
- Greet customers with a warm smile, review and educate on services, and assist with payment.
- Stay up to date with knowledge of how to use certain equipment for them to be able to work efficiently in an automated facility.
- Direct the Driver into the entrance to the car wash or guides them onto tracks.
- Carry out periodic maintenance of equipment used in washing to keep them in proper working order.
- Perform cleaning of facility and ensure everything is kept in the appropriate place and organized.
- Provide assistance to customers in any area concerning car wash process.
- Carry out visual inspection of vehicles to confirm their condition before sending them into the wash area.
- Additional duties as assigned.

Job Qualifications

Must be at least 18 years of age.

Essential Abilities:

- Display courteous, customer service focus, and professional attitude
- Work while standing over long periods of time (6+ Hours)
- Lift items of moderate weight (10+ pounds)
- Maintain work expectations outdoor in all weather conditions
- Interact ethically with fellow employees and customers
- Possess valid and current driver's license
- Excellent written and oral communication skills, as well as interpersonal skills

Desirable:

- Previous car wash experience



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Success Attributes

Positive and upbeat attitude, adaptability, excellent problem-solving skills, continuous improvement mindset, ability to think ahead, directive, motivating leader, high attention to excellence, highly organized, relationship oriented, financial acumen and budget minded, goal setter

Lives core values of: Safety, Accountability, Dependability, Development, Leadership, and Efficiency

Physical Requirements

- Ability to stand and work on feet for long hours in all weather conditions
 - Use of protective equipment such as ear plugs, safety glasses and gloves
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This Job Description cannot be considered as exhaustive and other duties not included above may arise from time to time. On the understanding that such duties are commensurate with the purpose of the job and have been identified as such by the post holder's line manager then such additional duties shall form part of the requirement of this position.

Employee signature:

Date:

Note: Copy of the job description retained in Employee file