

Job Description

Manager in Training



Position	Manager in Training	Reports to	Site Manager
Department	Operations	Direct Reports	Site Team Members
Job Location	On - Site	FLSA	Hourly; Non-Exempt

Position Summary

Managers in Training support the Assistant and Site Manager to lead the site to obtain customer satisfaction and retention, team member satisfaction and retention, while upholding Thoroughbred's image and reputation and achieving all performance objectives. The Manager in Training is responsible for learning the company's policies, procedures, and operations while working under the supervision of experienced management to learn and manage employees, handle customer complaints, and ensure the smooth functioning of the business.

Key Duties and Responsibilities

- When Site Managers are not on site, direct business functions on site, including goals and sales attainment.
- Maintain relationships with customers, improve service, ensure sustainability, and meet business objectives through a community focus.
- Lead by example and showcase the standard for customer service, quality, and cleanliness.
- Continuously educate wash teams on products, services, promotions and/or operational initiatives.
- Support Site Management with implementing policies, monitoring, and motivating staff, and showcase a passion for developing the teams. This includes maintaining a strong relationship with the Site Manager to uphold both work expectations and accountability to each other.
- Manage the site- level customer claims process.
- Ensure all opening and closing procedures are followed.
- Perform preventative maintenance, troubleshoot, and complete general repairs on wash equipment.
- Additional duties as assigned.

Job Qualifications

- Previously completed training requirements as Shift Manager.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Display courteous, customer service focus, and professional attitude.
- Work while standing over long periods of time (6+ Hours).
- Lift items of moderate weight (25+ pounds).
- Maintain work expectations outdoor in all weather conditions.
- Interact ethically with fellow team members and customers.
- Possess valid and current driver's license.
- Excellent written and oral communication skills, as well as interpersonal skills.

Job Description

Manager in Training



- Regularly work Mondays – Sundays, evenings & Holidays.

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
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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