



Position	Operations Support Liaison	Reports to	District Managers
Department	Field	Direct Reports	N/A
Job Location	Kentucky District	FLSA	Salary Exempt

Job Description

Position Summary

The **Operations Support Liaison** is responsible for assisting the District Manager in achieving the successful operation, profitability, and safety of washes in their District and supporting, coaching, and mentoring all positions at the site level. They will go around to different locations that they are assigned based on the current operational needs. While they are at a location, they will ensure that adequate training is being conducted at the locations, all training programs are being followed, and that the store is performing at a high level. This person will support 6-12 sites with the objective of creating consistency in operational excellence across all locations.

Key Duties and Responsibilities

The Operations Support Liaison will travel between wash sites consistently and will be given project-based or site-specific assignments from the District Manager, Regional Manager, and/or the Director of operations.

- Work every day to embody the Thoroughbred Express CORE values of S.A.D.D.L.E (Safety, Accountability, Development, Dependability, Leadership, Efficiency).
- Assist the managers in interviewing and hiring for all positions when on site.
- Fill in for the District Manager when they are unavailable for an extended period.
- Fill in on schedule if the Site Manager is out for an extended period.
- Lead by example and showcase the standard for customer service, wash quality, leadership, and cleanliness.
- Create a positive, fun working environment with a culture of continuous improvement and development.
- Continuously educate wash leaders on products, services, promotions and/or operational initiatives.
- Implement policies, monitor, and motivate Site Managers, and showcase a passion for developing teams. This includes maintaining a strong relationship with HR to uphold both work expectations and accountability to each other.



- Act as one of the district's experts on the POS system, wash equipment, chemical application processes, and service initiatives.
- Train newly hired Site Management over the course of several weeks to ensure they are comfortable on their own.
- Field and resolve escalated customer or employee issues, partnering with the District Manager, Director of Operations, Facilities, and/or Human Resources as needed.
- Comprehensive knowledge of the back-office portal, training, and maintenance programs.
- Oversee Site Managers in proactively managing labor.

Additional duties as assigned.

Job Qualifications

Essential:

- A minimum of 1+ years' experience in car wash operations, with at least 2 years as a Site Leader
- Experience in budget management and P&L review and reporting.
- Excellent leadership and communication skills
- A passion for developing successful teams.
- Ability to translate metrics into performance indicators.
- Organized with the ability to thrive in a fast-paced environment with competing deadlines.
- Inspires a healthy competitive spirit with managers, peers, and teams with a mindset of continuous improvement.
- Skilled in washing equipment troubleshooting and basic repair.
- Track record of providing an outstanding customer experience
- Proven experience creating safe, healthy, and productive environments with a focus on healthy and accountable team culture.

Desirable:

- Proven understanding of Express Wash models and car wash operations and best practices
- Understanding of pricing, subscriptions models, promotions, and developing awareness in new markets
- Experience opening new sites.



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.

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

Physical Requirements

- Ability to stand and work on your feet for long hours in all weather conditions.
- Heavy Work that requires the ability to exert up to 100 pounds of force occasionally.
- Use of protective equipment such as ear plugs, safety glasses and gloves

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