



Job Description

Shift Lead

Position	Shift Lead	Reports to	Assistant Manager & Site Manager
Department	Site Team Member	Direct Reports	N/A
Job Location	On - Site	FLSA	Hourly: Non-Exempt

Position Summary

Shift Leads are responsible for educating and informing customers about the successful operation, benefits, and safety at Thoroughbred Express Auto Wash while advocating the Company Brand and Core Values.

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.
- Facilitates smooth and efficient operation of the assigned site including lot, or facility.
- Visually inspects all areas of the site for safety and maintenance concerns.
- Ensure Maintenance and Cleaning responsibilities are carried out; tasks may include cleaning, trash management, snow/ice removal, troubleshooting, and basic repairs of equipment.
- Contacts police, fire, or other emergency personnel when accidents or other emergencies arise.
- Courteously handles customer inquiries, complaints, and problems.
- Able to understand and ensure safety and proper chemical handling.
- Key Holder to assist in Opening and Closing of the Facility.
- Ability to take the lead and train new staff members on proper chemical handling and tunnel operations.
- Versed on the point of sales and willingness to train new members.
- Versed on all opening and closing functions of the site.
- Additional duties as assigned.



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Job Qualifications

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

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

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