



Job Description

Site Manager

Position	Site Manager	Reports to	District Manager
Department	Site Management	Direct Reports	Site Wash Team
Job Location	On-Site – Danville, KY	FLSA	Salary Exempt

Position Summary

Site Managers lead sites to obtain customer satisfaction and retention, and team member satisfaction and retention, while upholding Thoroughbred's image and reputation and achieving all performance objectives.

Key Duties and Responsibilities

- Direct business functions on-site, including goals and sales attainment.
- Complete cash audits weekly.
- Coordinate all site operations including accounting, sales, and improving revenue to meet growth objectives.
- Manage site operational costs, improve administration processes, and engage with vendors.
- Maintain relationships with customers, improve service, ensure sustainability, and meet business objectives through a community focus.
- Lead by example and showcase customer service, quality, and cleanliness standards.
- Continuously educate wash teams on products, services, promotions, and/or operational initiatives.
- With direction from the Regional/District Manager; implement policies, monitor, and motivate staff, and showcase a passion for developing the teams. This includes maintaining a strong relationship with District Manager and HR to uphold both work expectations and accountability to each other.
- Act as the site's expert on the POS system, wash equipment, application processes, and service initiatives.
- Hire, promote, train, and evaluate Assistant Managers, Supervisors, and Customer Service Associates.
- Field and resolve customer or team member issues, partnering with Operations, Facilities, and/or Human Resources as needed.
- Manage the site-level customer claims process.
- Maintain proper chemical and supply inventory, completing weekly site audits and ordering.
- Ensure all opening and closing procedures are followed.
- Proactively manage labor on an hourly basis.
- Write staff schedules and manage callouts.
- Lead any other store-level operational initiatives as needed.
- Perform preventative maintenance, troubleshoot, and complete general repairs on wash equipment.
- Maintain the alarm and security system to keep the store safe and protected.
- Additional duties as assigned.



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Job Qualifications

Must be at least 18 years of age.

Essential Abilities:

- 1+ year of car wash operations experience, with successful completion of Site Manager Training requirements.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.
- 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.
- Work while standing over long periods (6+ Hours).
- Maintain work expectations outdoors in all weather conditions.
- Interact ethically with fellow team members and customers.
- Possess a valid and current driver's license.
- Excellent written and oral communication skills, as well as interpersonal skills.
- Regularly work Mondays – Sundays, evenings & Holidays.

Desirable:

- Understanding of Express Wash models
- Previous experience managing labor and cost lines
- Understanding of promotions and community outreach

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 the ability to adjust focus.
- Lift items of moderate weight (25 pounds +)



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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, such additional duties shall form part of the requirement of this position.

Employee signature:

Date:

Note: A copy of the job description is retained in the Employee file