



JOB DESCRIPTION

Job Title: Customer Service Assistant

Reports To: Manager/Assistant Manager

Summary of Position:

Greets customers as they drive up and explain wash services. Upsells our services based on customers' needs. Assists customers using mostly hand signals to direct drivers onto the tunnel conveyor. Assists Manager/Assistant Manager as needed.

Duties & Responsibilities:

- Assist Management in creating a high energy positive work environment
- Ensure that all customers' expectations are EXCEEDED, every visit!
- Ensure the site has excellent curb appeal at all times
- Use of POS system to sell, invoice and load vehicles into the tunnel as needed

Qualifications:

- Positive, energetic and outgoing personality
- A high level of initiative, attention to detail and pride in a job well done
- Ability to multitask in a rapidly changing environment
- Availability to work long hours, including weekends, with a varying schedule
- A desire to be active and outdoors in varying temperatures and weather conditions