

Octopus Car Washes

Job Description

Service Advisor

Purpose:

The main scope of the Service Advisor is to assist customers in obtaining the right services for their vehicle. The Service Advisor is the first point of contact for customers. Therefore, the interaction with the Service Advisor sets the tone for the overall car wash experience for the customer.

1. Key Activities.

- a. Must work as a team player and uphold Octopus Car Wash standards of professionalism and integrity.
- b. Must maintain a clean organized work area.
- c. Must apply high standards of employee conduct. Those standards include:
 1. Reliability
 2. Promptness
 3. Courtesy
 4. Appearance
 5. Professional behavior.
- d. Must be able to put forth the best interest of the business and customers above their own.

2. Nature of the Job.

- a. Work area is outdoors, on concrete or asphalt, in all weather conditions.
- b. The environment can become hectic with moving traffic and inconsistent volume causing congestion and the need for traffic control.
- c. Provide a service ticket to each customer.
- d. Good penmanship is necessary.

3. Job Duties.

- a. Greet each customer promptly as they arrive.
- b. Evaluate the customer's needs and recommend services based on our training program.
- c. Write up the customer's service ticket accurately and place on windshield.
- d. Assess any safety concerns that we may have about the vehicle: It's size, accessories and or condition.
- e. Answer questions and provide direction for customers who are unfamiliar with our process.

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Pay, Incentives and Conditions

Service Advisor

1. Income

- a. Pay structure based on commission.
- b. There is a commission goal to reach, if not reached, then paid an hourly rate.

2. **Vacation**

- a. After a year of employment Service Advisors are allowed one week paid vacation.
- b. After two years of employment Service Advisors are allowed two weeks paid vacation.
- c. Vacations are generally taken from January through November.

3. **Work Days**

- a. Full time is four days a week, part time is three days a week.
- b. Work days are on an average of 10 ¼ hours a day.
- c. Open 7 days a week: Mon-Sat, 8-6pm, Sunday 9-5pm.
- b. We are closed only two days each year: Thanksgiving and Christmas.
- c. All other holidays are considered a regular work day.

4. **Health Insurance**

- a. HMO Lovelace Health Plan is available after 90 days of employment.
- b. Octopus pays ½ or more of the premium for the employee.
- c. Employee pays Spouse and Family coverage.

5. **Octopus 401k Plan**

- a. Eligible to enroll in the Safe Harbor Contribution Plan when employed for a full year, work more than 1000 hours in a year and are 21 years of age.
- b. An amount equal to 100% of your salary deferrals that do not exceed 3% plus 50% of your salary deferrals between 3% and 5%.
- c. Fully vested at time of enrollment.