

Octopus Car Washes

Job Description

Assistant Manager

Purpose:

The Assistant Manager's purpose is to assist the Location Manager to operate and manage a car wash in the most efficient and effective manner to be productive and profitable. There is a need to develop and maintain a staff of assistant managers and production employees to focus on continuous improvement of customer service, quality of vehicle cleanliness and safety.

Key Activities:

1. Work key areas where customer exits and receives their vehicle.

- a. Coach production employees on their job skills.
- b. Fill in staffing gaps at a moments notice.
- c. Handle customer complaints when Manager not available.
- d. Monitor employee productivity and make staffing adjustments.
- e. Monitor service personnel for accuracy and thoroughness.
- f. Hand out applications and arrange for personal interviews.

2. Cover for Location Manager on their day off.

- a. Handle ALL facets of the operation.
- b. Employee scheduling.
- c. Monitor product inventory.
- d. Mechanical upkeep and systems monitoring.
- e. Handle customer complaints and car damage allegations.
- f. Relieve the cashier, service advisor and other assistant managers.
- g. Hiring and firing of employees.
- h. Facility maintenance and cleanliness.

Increase Bottom Line Revenue:

1. Motivating the sales advisors.

- a. Addressing customer concerns when presented to the service advisors by customers.
- b. Monitoring daily sales averages.
- c. Procedural training.

2. Scheduling and monitoring the detail portion of the business

- a. Interact with the service advisors to obtain consistent detail volume.
- b. Coach the detail personnel.
- c. Monitor daily inventory of detail supplies.

3. Conduct training meetings

- a. Expand skill levels of all employees.
- b. Role-play, problem solve & coach people.

4. Personnel / Human resources.

- a. Interview and select staff for maximum flexibility.
- b. Schedule employees based on projected volume.

- c. Prepare newly hired employee's federal mandated paperwork.

5. Monitor the wash process.

- a. Monitor detergent use and effectiveness on an hourly basis.
- b. Make adjustments and changes to detergent effectiveness based on conditions.
- c. Fill and maintain inventory of cleaning components.
- d. Control utility costs wherever possible.
- e. Conduct hazardous materials training.
- f. Conduct tool box meetings concerning employee and customer safety.

Developing Skills:

1. Supervising production help

- a. Consistently correcting the quality of service by production help.
- b. Correcting employee's actions.
- c. Appeasing the customer.
- d. Monitor labor costs and adjust crew size to compensate changing volumes.

2. Working and maintaining car wash equipment

- a. Constantly maintaining/ repairing to eliminate downtime and increase car quality.
- b. Critiquing the facilities equipment for cleanliness and customer appeal.
- c. Installing and modifying equipment after hours.
- d. Interacting with the maintenance staff for parts inventory and technical assistance.

3. Office work

- a. Complete the employee hour's summary on a daily basis.
- b. Provide raise/incentive information to bookkeeping.
- c. Document infractions.
- d. Coordinate with customers/ insurance company on car damage situations.
- e. Negotiate with vendors for discounts.
- f. Complete and verify the appropriate hiring documentation for new employees.
- g. Comply with all state and federal labor laws.

4. Facility Upkeep and Repair

- a. Constant housekeeping due to the high traffic and harsh environment.
- b. Identifying and delegating areas in need of janitorial attention.
- c. Providing a clean environment to impress the customers and provide a "clean code of conduct".

Octopus Car Washes
Pay, Incentives and Conditions
Assistant Manager

1. Income

- a. Weekly salary is based on a 59 hour work week.
- b. Monthly Profit distribution plan.
 - 1. A percentage of the net profits of the location are distributed to the management and cashiers on the first full payroll of the following month.
 - 2. Profits are derived from increased sales, cost control and repeat business.

3. Profits are affected by the weather and other slow business concerns.

2. **Vacation**

After one year;

- a. First Assistants employed two full years or more are allowed three weeks paid vacation.
- b. First Assistants employed less than two full years are allowed two weeks paid vacation.
- c. Assistant Managers are expected to fill in for managers during vacations

3. **Days Off**

- a. Two days off are taken per week.
- b. We are closed only two days each year: Thanksgiving and Christmas.
- c. All other holidays are considered a regular work day.

4. **Hours Worked**

- a. On the job at 7am Monday through Saturday and 8am Sunday.
- b. Off, when the job is done. Usually 6:30pm Monday through Saturday.
- c. Open 7 days a week: Mon-Sat, 8-6pm, Sunday 9-5pm.
- d. Variables would include necessary maintenance either scheduled or not.
- e. Excessive cleanup and housekeeping that cannot be completed during regular hours.
- f. No scheduled lunch breaks or leaving the facility.
- g. Lunches are unscheduled; eat when you can and bring your own.
- h. Average work week is 59 hours.
- i. Average day is 11 $\frac{3}{4}$ hours.

5. **Health Insurance**

- a. HMO Lovelace Health Plan is available after 90 days of employment.
- b. Octopus pays $\frac{1}{2}$ or more of the premium for the employee.
- c. Employee pays Spouse and Family coverage.

6. **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.

7. **Job Conditions**

- a. Physical working environment with a large amount of repetitive motion and bending.
- b. Wet concrete surfaces to walk on all day.
- c. Virtually no sitting except when moving customer's vehicles around the lot.
- d. Scrubbing motions are used constantly.
- e. Mechanical work requires hand and power tool operation.

8. **Working Environment**

- a. Loud blower requires ear protection.
- b. Hot and humid in the summer.
- c. Water temperature can reach 120 degrees.
- d. Cold winter weather can freeze due to wind exposure and damp conditions. Not recommended for those with arthritis.

9. **Employee Interaction**

- a. Typical car wash employees have limited communication skills.
- b. Bilingual ability (Spanish) is more and more important for conflict resolution and training.
- c. Due to the low skill level turnover is high creating frustration and the need to cover employee positions.