

# **Octopus Car Washes**

## **Job Description**

### **Production Supervisor**

#### **Purpose:**

The Production Supervisor's purpose is to develop and maintain a team of employees that focus on continuous improvement of customer service.

#### **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 or Assistant 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. Help Assistant Manager cover for Location Manager on their day off.**
  - a. Assist in 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 when Managers not available.
  - 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. Schedule employees based on projected volume.
  - b. 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. 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. Complete and verify the appropriate hiring documentation for new employees.
- e. 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

### **Production Supervisor**

#### 1. Income

- a. Weekly salary of \$460 to \$500 is based on a 57½ 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. Production Supervisors employed two full years or more are allowed three weeks paid vacation.

- b. Production Supervisors employed less than two full years are allowed two weeks paid vacation.

### 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 57½ hours.
- i. Average day is 11 ½ hours.

### 5. **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.

### 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.