

JOB DESCRIPTION: Customer Service Associate (CSA)

Opportunity Description: The Customer Service Associate (CSA) is responsible for providing superior customer service by focusing on the individual needs of each customer and recommending the appropriate service while directing the customer as to where to go next, according to the outlined procedures that follow.

Characteristics:

1. Great attitude. Professional and a neat appearance.
2. Highly energetic and able to exert well-paced mobility for long periods.
 - a. Stamina to work in hot, cold, and wet environments.
3. Strong communication skills with a passion to grow.
4. Eagerly willing to learn and adapt in an ongoing commitment to growth and development.
5. Good mechanical aptitude and a willingness to get your hands dirty by cleaning, maintaining, and repairing equipment.

Essential Duties and Responsibilities: **Other duties may be assigned.*

1. Establish and continually improve customer satisfaction and loyalty with operations, products, and services by understanding customer expectations and needs and addressing them responsibly and effectively.
 - a. Upselling customers when necessary. Suggesting proper wash selection. Follow team processes.
2. Utilize computer systems and equipment to assist with wash packages, upgrades and promotions, dog wash, vacuums, vending machines.
 - a. Meticulous customer notes in the system when appropriate.
3. Efficiently move vehicles through the pre-wash area and load them on to the conveyor. Ensuring vehicles are adequately pre-washed to maximize wash tunnel results. Satisfaction guaranteed without having to re-wash. **GOAL: Process 85 Cars/ Hour**
4. Match vehicles to wash package and ensure a proper loading order.

5. Work effectively with others in a team-based environment to accomplish company goals and to identify and resolve problems.
6. Establish a perfect attendance record and always be on time to your assigned shifts.
7. Understand, follow, and hold the team accountable to the Sudzy Salmon Handbook and Safety Standards. Owners and Managers will test you, correct them.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem solving** - Identifies and resolves problems in a timely manner.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal** - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- **Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Cost Consciousness** - Conserves organizational resources. Treat equipment as if it was your own.
- **Ethics** - Treats people with respect; Works with integrity and ethically.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time.
- **Adaptability** - Adapts to changes in the work environment.
- **Attendance/Punctuality** - Is consistently at work and on time.
- **Dependability** - Takes responsibility for own actions.
- **Initiative** - Asks for and offers help when needed.
- **Planning/Organizing** - Uses time efficiently.
- **Professionalism** - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position.
- **Quality** - Demonstrates accuracy and thoroughness.
- **Quantity** - Completes work in timely manner.
- **Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions.



Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Working on or completed High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

No Computer skills needed.

Certificates and Licenses:

No certifications needed.

Supervisory Responsibilities:

This job has no supervisory responsibilities.



Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to fumes or airborne particles. The employee is occasionally exposed to toxic or caustic chemicals and outdoor weather conditions. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands to communicate to customers. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and smell.

