

## **JOB DESCRIPTION: Shift Captain**

**Opportunity Description:** The Shift Captain is responsible for leading the CSA team and providing a consistent and superior customer experience through operations and efficient equipment utilization. This includes troubleshooting car wash systems and managing difficult customers. The Shift Captain is responsible for everything to do with the site during their assigned shift. The Shift Captain is autonomous and trusted to operate the site in the absence of senior management.

### **Characteristics:**

1. Great attitude with a high level of motivation and drive. 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 the company.
4. Handle Stressful situations with a jump on it mentality. We don't walk when a customer needs help, but we are also not frantic. Slow down, assess the situation, and move efficiently.
5. Eagerly willing to learn and adapt in an ongoing commitment to growth and development.
6. Good mechanical aptitude and a willingness to get your hands dirty by cleaning, maintaining and repairing equipment.
7. Exhibit SITE MANAGER POTENTIAL

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

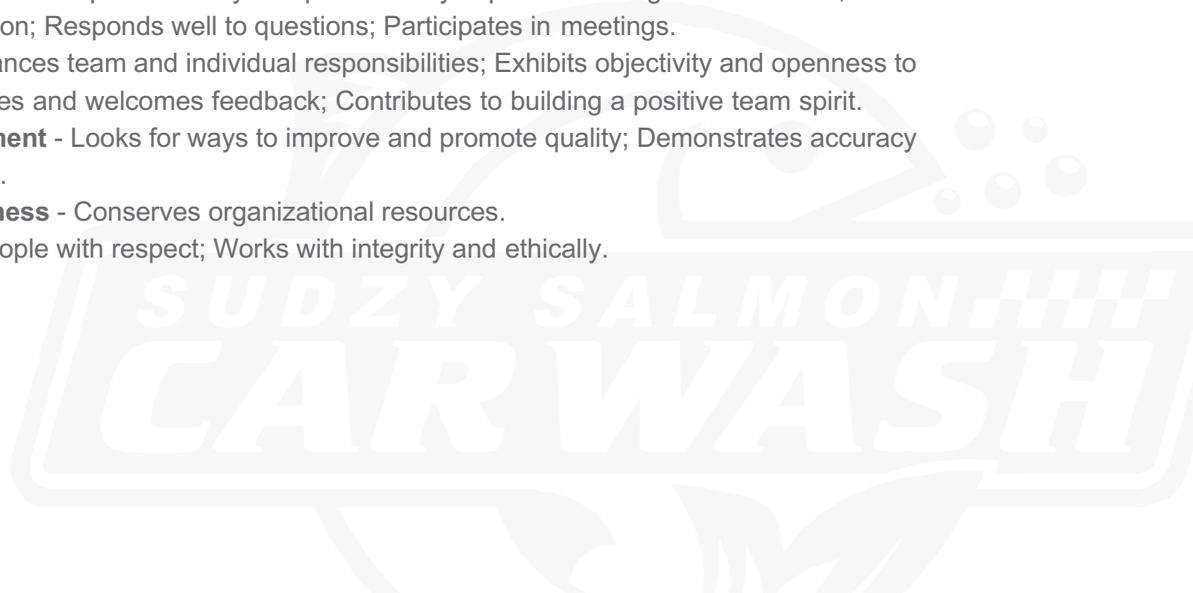
1. Establish a perfect attendance record, punctuality and nail every deadline.
2. Become a self-improvement champion to become highly independent within the first 90 days.
3. Train with manager in all facets of operations. Continually improve and drive training and best practices.
4. Establish and continually improve customer satisfaction and loyalty within operations, products, and services is the direct responsibility of the Shift Captain, by understanding customer expectations and needs and addressing them responsibly and effectively. Due within 90 days:
  - a. Upselling customers when necessary. Suggesting proper wash selection.

- b. Properly maintain product usage, includes the wash “show”, and “wow” factor for the customer experience.
  - c. Maintaining cleanliness of property and equipment by use of team work & maintenance schedule.
  - d. Follow daily checklists: Open, Shift Change, Close
  - e. Assist in training staff to safely process vehicles above standards, and OSHA guidelines.
5. Understand Incident claim prevention and safety training program in the first 15 days. Prevent vehicle and safety claims.
    - a. Safety is our primary concern due to wash equipment and constant flow of vehicles, must be alert at all times and move safely around all equipment and moving vehicles.
    - b. Ensure all team members are wearing proper uniform, safety vests and using safety equipment.
  6. Understand maintenance system to properly maintain and repair wash equipment within the first 30 days.
    - a. Read operation manual for each piece of equipment.
    - b. Ensure SDS paperwork is available for each product, understand dangers as well as the cleaning, protecting affects associated with each product
    - c. Complete weekly, monthly, bi-annual and annual maintenance schedule.
  7. Know and understand Wash Menu items, and packages within the first 30 days.
  8. Understand, follow, and hold the team accountable to the Sudzy Salmon Handbook and Safety Standards. Owners and Managers will test you, correct them.
  9. Be willing to go the extra mile for your team. Managers need help and support to do their jobs well and having a reliable team member makes a big impact.

## 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.
- **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:

High school diploma or general education degree (GED). Two years management experience. Mechanical and Electrical aptitude.

### Language Ability:

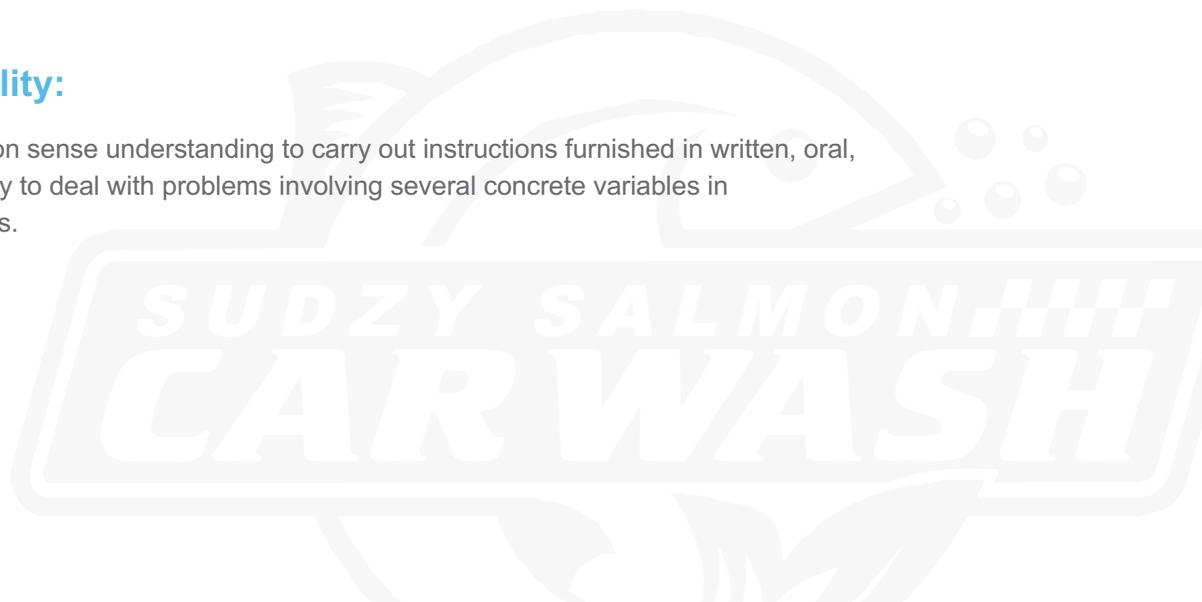
Ability to read, write and comprehend manuals, instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### 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 create reports, 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:**

Strong PC & Microsoft Office Computer skills.

## **Certificates and Licenses:**

Valid AK driver's license.

## **Supervisory Responsibilities:**

2-5 direct reports. Shift Captain(s) will be frequently asked to fulfill site manager rolls and 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.

