



SOAPY JOE'S, INC.
DIRECTOR OF HUMAN RESOURCES

ABOUT SOAPY JOE'S

We're not just a car wash – we're an auto care experience. At Soapy Joe's we're on a mission to create opportunity and a healthy environment that allows our team, customers, and our communities to shine.

We're proud of our quality services and clean sites, but most of all, we're proud of our team. Building a fun, community-focused team that is empowered to keep learning and be creative allows us to deliver the best customer experience for our members -- and the best work environment for you! Our leaders are carefully selected because we focus on creating trust and respect: respect for our employees, our customers and the environment.

We're looking for a Director of Human Resources who is positive, people-focused and can effectively lead all aspects of HR and compliance. This is an opportunity for you to make your mark on a growing brand and move the company into the largest period of growth we've ever had. If you want to be in the driver's seat of your career, care about people, and like to roll up your sleeves and get to work, come join our team.

Purpose

The Director of Human Resources is directly responsible for the overall administration, coordination and evaluation of all aspects of the Soapy Joe's employee lifecycle: talent acquisition, onboarding, performance management, benefit administration and succession management as well as the employer brand and overall HR compliance. The Director of Human Resources is a primary steward of our core values:

- **Build community:** we love our neighborhoods and create an atmosphere where everyone is welcome
- **Lead with heart:** we create trust and respect through listening, positive words and actions
- **Create fans:** we impress customers with a great experience defined by positivity and helpfulness
- **Do the right thing:** we operate with honesty and integrity– even when no one's looking
- **Be proud:** we're proud of our quality services and clean sites, but most of all, we're proud of our team
- **Have fun:** we believe creative solutions and genuine connections happen when you're having fun
- **Keep learning:** we take learning as seriously as we take having fun, which means we do it all the time!

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Supervisory Responsibility

This position manages all employees of the HR department, including an HR manager and front office coordinator and is responsible for the performance management and hiring of the employees within that department.

Position Type/Expected Hours of Work

This is a full-time position that will reside in the Santee home office. This position sometimes requires extended hours and weekend work to support the HR needs of work sites that are open 7 days a week.

Travel

Travel is primarily local during the business day, although this position will be required to visit work sites throughout San Diego County.

Required Education and Experience

- Bachelor's degree and 7 to 10 years' related experience or training, or equivalent combination of education and experience
- **Preferred** - SHRM-SCP, SHRM-CP, SPHR, PHR or PHR-CA credential. Maintain certification or have the ability to obtain certification within 12 months of hire.

JOB DESCRIPTION

I. Compliance

- a. Maintain responsibility for organizational compliance with federal, state and local legislation pertaining to all personnel matters.
- b. Maintain knowledge of industry trends and employment legislation and ensures organization's compliance.
- c. Increase compliance with company human resource policies and procedures:
 - i. Recruiting - Ensure the process of interviewing, evaluating and placing talent is consistent, fair and ethical.
 - ii. Orientation - Ensure new hires start work with completion of all required paperwork.
 - iii. Training - Ensure all new hires understand and acknowledge safety and compliance standards and procedures related to their job function.
 - iv. Managing - Ensure that managers maintain up-to-date files on employee reviews, disciplinary actions, and terminations.
- d. Increase compliance with all legal and financial aspects related to human resources:

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- i. Decrease the number of mistakes made in the areas of financial administration including overtime pay, benefits administration, incentive programs, as well as basic wage and salary administration.
- ii. Maintain budgeted costs for the administration of the human resource department.

II. Employee Relations

- a. Ensure employee relations cases are managed in a professional and fair way.
- b. Consult with legal counsel as appropriate, or as directed by the SVP of Operations, on personnel matters.
- c. Work directly with department managers to assist them in carrying out their responsibilities on personnel matters.

III. HR Function

- a. Annually review and make recommendations to executive management for improvement of the organization's policies, procedures and practices on personnel matters.
- b. Communicate changes in the organization's personnel policies and procedures and ensures that proper compliance is followed.
- c. Assist executive management in the annual review, preparation and administration of the organization's wage and salary program.
- d. Develop and maintain a human resource information system that meets the organization's personnel information needs.
- e. Supervise the staff of the human resource department.
- f. Maintain and make approved changes in the company organization chart, roster and directory.
- g. Maintain the source document handbooks for each division of the company. Input the approved changes and track those modifications as they occur.
- h. Maintain the source document job descriptions for all jobs in each division of the company. Input the approved changes and track those modifications as they occur.
- i. Create and manage an HR scorecard that reports key employee metrics (e.g. attrition and engagement).

IV. Employee Experience

- a. Manage effectiveness of onboarding and orientation.
- b. Coordinate or conduct exit interviews to determine reasons behind separations.
- c. Recommend, evaluate and participate in staff development for the organization.
- d. Participate on committees and special projects as needed.
- e. Manage employee development strategy and related tools and systems (Learning Management System, Professional and Management Development)

V. Benefit Administration

- a. Serve as administrator of company-offered benefit plans to include medical, dental, vision, life insurance and 401(k).
- b. Liaison with benefit brokers for renewal purposes, annual open enrollment, and processing hires and terms throughout the year.
- c. Maintain compliance of benefit plans per ERISA guidelines.

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