



Assistant Manager

Date: February 2021

Location: San Diego County

PAY RANGE: \$16-\$17 per hour

POSITION SUMMARY:

Are you currently looking to grow in your role and develop your skills in maintenance, technology, leadership and develop a valuable trade? Soapy Joe's is looking for Assistant Managers to join our strong team of field leaders at our car washes. The Assistant Manager role is a great way to enter into leadership, learn the fundamentals of running a team, perform maintenance and repairs on a active car wash, and learn excellent customer service skills. Our Assistant Managers assist in everything from scheduling the team, to coaching and development, and will learn the mechanical ins and outs of the whole business! This is a great position to start your training in a specific trade and develop skills you can't get anywhere else! Many of our Assistant Managers join our Manager in Training program within 1-3 years and develop into future leaders for our business.

WHY SOAPY JOE'S?

We are not just a car wash, we're driven to clean cars, protect the environment and shine in our communities. We are invested in creating opportunities, inspiring development, and bringing dynamic servant-leaders into our company that will take care of our team and our members. If you love to win, care about people, and you are not afraid to roll up your sleeves and get to work, you will be in great company with us. Culture is vital to our success and we are looking for new team members that connect to our values and want to see our culture thrive.

Our core values are:

- **Build community:** we love our neighbors 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

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- **Keep learning:** we take learning as seriously as we take having fun, which means we do it all the time!

If these values resonate with you and you would like to be a part of this team keep reading!

WHAT YOU'LL DO:

- Provide leadership and influence to improve organizational performance.
- Engage personnel to promote safety, operational improvement, and drive performance.
- Maximize profits by achieving forecasts and ensuring customer satisfaction on days and shifts managed.
- Serve as a coach and mentor for 11 to 15 customer service attendants and representatives.
- Ensure facility is following the company's policies, procedures, and corporate compliance program, as well as with federal, state, and local regulations.
- Provides regular reports to the Site Manager and District Manager as required.
- Maintains Soapy Joe's positive reputation within the internal organization and external stakeholders.
- Responsible for all aspects of facility management. Reporting issues regarding facility to the proper party, and make sure all necessary repairs, adjustments and/or general issues are addressed and resolved.
- Help maintain budgeted standards for chemicals, utilities, and equipment repair and replacement.
- Help increase car counts.
- Reduce down time on days and shifts managed.
- Assist in decreasing errors in vehicle cleaning and damages to vehicles.
- Fulfill all responsibilities as a supervisory employee. Notifying HR and Site Manager immediately when there are employee concerns including but not limited to leave of absence, worker compensation, wage and hour, working off the clock, disability accommodations, workplace harassment or other employee relations matters.
- Handle additional duties as assigned.

WHAT YOU'LL NEED:

- High school diploma or State-issued equivalency certificate plus 2 years of management experience, or combination of training, school, and experience. Mechanical proficiency in basic hydraulics, basic plumbing, maintenance, and repair preferred.
- Required to be physically capable of executing all essential functions to perform the job with or without accommodation.
- Willingness to work a flexible schedule, nights and weekends.
- Knowledge of Microsoft Office products and mobile applications.
- Strong communication skills, leadership and organizational skills.
- Excellent attention to detail, problem solving ability and time management expertise.
- Ability to lead without the need for direct authority.
- Effective decision-making skills; gathers and analyzes data; arrives at timely decisions.
- Hands-on, pragmatic work style and leadership.

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