



CUSTOMER SERVICE ATTENDANT JOB DESCRIPTION

POSITION TITLE:	Customer Service Attendant (CSA)	DEPARTMENT:	Car Wash
REPORTS TO:	Site Manager, Assistant Manager, Shift Supervisor	SUPERVISES:	N/A

SOAPY JOE'S MISSION, VISION, AND VALUES

All Soapy Joe's employees are expected to act responsibly, guided by our mission, vision and core values at all times to represent the Soapy Joe's brand promise to employees and customers.

MISSION: We're driven to clean cars, protect the environment and shine in our communities.

VISION: A Soapy Joe's air freshener in every windshield in San Diego

VALUES:

- **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.
- **KEEP LEARNING:** We take learning as seriously as we take having fun, which means we do it all the time!

POSITION OBJECTIVES

The Customer Service Attendant (CSA) serves as the first impression of the Soapy Joe's experience to our members and potential members. The Soapy Joe's team strives every day to *WOW* our members through a genuine and authentic service experience. The CSA is a pillar of the Soapy Joe's foundation providing the very best experience we can to our members, potential members and guests. The role of the CSA is to provide a safe, speedy, clean, friendly experience to the car wash customer.

KEY RESPONSIBILITIES

1. Increasing Memberships:

The team member must understand and exhibit the value of memberships to the customer through product knowledge and through an ability to communicate the VALUE of membership.

2. Increasing Member and Customer Satisfaction:

This document is not designed to cover all aspects of the job, nor is it a comprehensive list of activities, duties, or responsibilities. Duties / Responsibilities may change at any time, with or without notice.

The team member must be "show-ready" at all times through perfect uniform standards as well as have a proven ability to provide the WOW in service and experience to our members through an engaging and welcoming demeanor.

3. Increase processing speed at the XPT's:

The Soapy Joe's team member must increase process efficiency through DRB knowledge and expedited service. The CSA will work with the other team members to help support processing cars through the queue.

4. Develop Skills:

The team member will be required to complete a variety of training to onboard to their new position. Continued learning and growth is a part of everyone's role and responsibilities.

5. Handle additional duties as assigned.

REQUIREMENTS: DEGREE

High School Diploma or equivalent

REQUIREMENTS: PHYSICAL

- Required to be physically capable of executing all essential functions to perform the job with or without accommodation: >80% of the time the employee in this role will be in physically demanding conditions (sun, rain, wind, heat, confined spaces, high volumes of traffic and high-volume noise and sound).
- Willingness to work a flexible schedule, nights and weekends.
- A positive attitude and ability to be a friendly, team-player
- Attend and perform well at any training programs assigned.
- Able to move about to access a variety of tools and office equipment
- Able to consistently operate a computer or other electronic device
- Able to ascend or descend a ladder, crouch or crawl
- Ability to lift up to 50 lbs., lift overhead, twist and turn body when appropriate
- Must be able to communicate clearly through both verbal and written form