



Position: CSA Customer Service Associate

JOB 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 what to do and where to go next, according to the outlined procedures that follow.

This position is accountable for the following:

- 10% Membership Conversion
- 100% Retail Guests Informed of Unlimited Wash Club
- 100% Guests Greeted
- Core Values: Attitude of Excellence, Loyalty, and Character

The basic job duties for this position are as follows:

- Engage with each guest as they enter the drive thru lane and assist with purchasing services
- Knowledgeable on 3 Single Wash levels
- Informs all non-member retail guests about Unlimited Wash Program
- Able to present the Star Brite difference
- Train new sales associates on approved training modules
- Improve guest wait time and satisfaction
- Aid in member visit success rate. RFID sticker reads, account management and updates
- Communicates key vehicle information and equipment retracts to crew
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- Observe Vacuum Islands for guest satisfaction
- Knowledgeable on membership maintenance, computer software
- Knowledgeable in “What not to wash”
- Complete daily task or shift report to document shift sales performance
- Maintains clean, organized car wash facility and area
- Routine sanitization of guest surfaces
- Focuses on presentation of self, product, and process
- Properly represents Star Brite Car Wash while in uniform
- Adhere to all company policies, procedures, safety standards and codes of conduct
- Follow Star Brite safety procedures to avoid exposure to fumes, dirt, and harsh chemicals
- Assist in cleaning the facility which includes the equipment, walls, trench, vacuums, trash cans, and lot
- On your feet 100% of the day and outside

- Willing to work in all weather conditions (cold, hot, wet, rain, snow)
- Able to lift up to 25lbs.
- Attend all mandatory training sessions
- Attend all mandatory full-crew meetings

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