



## Position: Crew Shift Captain

**JOB DESCRIPTION:** The shift captain is responsible for everything to do with the site during their assigned shift. Our crews are responsible for leading the CSA (Customer Service Attendant) team and team leaders in 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 autonomous and trusted to operate the site in the absence of senior management.

This position is accountable for the following:

- 100% Vehicles Prepped and Loaded Safely
- 100% Daily Operational Tasks Completed
- Core Values: Attitude of Excellence, Loyalty, and Character

The basic job duties for this position are as follows:

- Greet guest as they approach the car wash tunnel.
- Safely guide and load each vehicle per size.
- Use High Pressure Gun to remove bugs on the bumper, windshield, and mirrors.
- Remove mud in wheel wells when appropriate.
- Perform safety inspection of vehicles before wash.
- Make key adjustments to car wash equipment.
- Knowledgeable in "What not to wash"
- Participate in the morning opening checklist or nightly close down checklist.
- Knowledgeable on our 3 Single Wash packages.
- Knowledgeable on our Unlimited Washing Program and inform all guests.
- Able to present the Star Brite difference.
- Train others on approved training modules.
- Improve guest wait time and satisfaction.
- Aid in member visit success rate. RFID sticker reads, vacuum tokens, account updating, air freshener sales.
- Communicates key vehicle information and equipment retracts to crew.
- Observe Vacuum Islands for guest satisfaction.
- Responsible for vacuum service process.
- Knowledgeable on Unlimited membership maintenance.
- Is fluent in the LEAP Conflict Resolution process.
- Engage guests using the GIVE 4 Steps of Service.
- Complete daily shift or task report to document shift performance.

- Maintains clean, organized car wash facility.
- Adhere to all company policies, procedures, safety standards and codes of conduct.
- Follow 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.
- Willing to work in all weather conditions (cold, hot, wet, rain, snow).
- Able to lift up to 50 lbs.
- On your feet 100% of the day and outside.
- Attend all mandatory training sessions.
- Attend all mandatory team meetings and cleaning.

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