



Job Description: Team Lead

For all tunnel car wash locations.

REPORTS TO: Site Manager

FLSA STATUS: Non-Exempt

Job Objective:

A Team Lead drives daily operations, maximizes profitability, and ensures exceptional customer service and safety across car wash, gasoline, and convenience store areas. They lead team members, manage inventory/cash, and troubleshoot equipment to maintain a clean, secure, and efficient environment.

MINIMUM QUALIFICATIONS:

High school diploma or GED preferred.

Experience in retail sales preferred.

Ability to perform the essential duties, responsibilities, and work, in the conditions described below.

Ability to perform the tasks and work with the equipment, tools, and materials listed in the Site Employee job description.

Those Team Leads responsible for taking deposits to the bank or other errands on company business, will be required to have their own personal automobile transportation and provide proof of insurance.

ESSENTIAL DUTIES:

Perform all duties of a Site Employee.

Provide training assistance to new employees.

When needed prepares and transmits the daily bookkeeping, invoicing, and gasoline data.

When needed complete daily bank deposits and change making needs.

Troubleshoots shift and day close errors.

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Provides prompt, courteous customer service and professionally resolves customer issues.

Provide performance and disciplinary situations to the Site Manager.

Identify, perform and troubleshoot mechanical and technical issues as needed relating to the car wash and or store.

Follow all PCI requirements for secure handling of credit card information.

Maintain secure storage and transmission of financial records.

Report suspected PCI-related issues promptly.

Support internal controls protecting cardholder data.

Perform other duties as assigned by the Site Manager.

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WORKING CONDITIONS:

Indoor and outdoor time will vary at any location with car wash, gasoline and c-stores depending upon the duties assigned.

Exposure to occasional cold temperature extremes while performing occasional work in a walk-in cooler and/or freezer.

Working outdoors employees will be exposed to a variety of temperature and weather conditions.

Exposure to occasional noise.

May work unsupervised and with minimal direction.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign additional tasks for the employee to perform, as the company may deem appropriate.

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