



Job Description: Standard Site Assistant Manager

JOB SUMMARY:

The Standard Site Assistant Manager supports the Site Manager in day-to-day operations for sites with no more than two of the following components: tunnel car wash, gasoline, and convenience store. This role helps lead on-shift execution, customer service, staffing support, basic troubleshooting, cash handling, and administrative reporting to ensure safe, efficient operations and consistent customer experience.

For sites with no more than two of the following components: tunnel car wash, gasoline, c-store

FLSA STATUS: Non-Exempt

REPORTS TO: Site Manager

QUALIFICATIONS AND REQUIREMENTS:

High school diploma or GED preferred.

Prior retail/customer service experience in a lead or similar position preferred.

Ability to communicate effectively with customers and coworkers.

Ability to read and follow written instructions and documents, like site procedures, safety manuals, etc.

Ability to freely access all areas of store/site.

Ability to operate and use all equipment necessary to run site, including emergency shut offs for gas pumps and car wash.

Ability to understand and apply basic arithmetical concepts like addition, subtraction, multiplication, division, fractions, and percentages.

Ability to work with minimal direction and supervision under stressful conditions.

Ability to assign and direct Customer Service Representatives (CSR) and Team Leads (PIC).

Ability to climb ladders.

Ability to regularly and predictably report to work, including irregular hours if needed.

Responsible for taking deposits to the bank or running other errands for business as assigned; must have personal automobile transportation, valid driver's license and provide proof of insurance.

Ability to accurately complete required documentation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Perform all duties and responsibilities of a CSR and PIC. Able to meet physical demands of CSR and PIC jobs.

Identify, and troubleshoot and resolve operational, mechanical and technical issues, as needed, relating to the car wash and or c-store.

Assist with interviewing, orientation and training of new employees, as assigned by Site Manager.

Must work the two days that the manager is off.

Prepare and transmit the site's daily bookkeeping, invoicing, and gasoline data to corporate headquarters.

Help plan and assign the site's daily goals, tasks and assignments. Assure proper completion and follow-up.

Help maintain merchandising standards, display presentation, and inventory levels. Complete "build-to" for ordering/purchasing merchandise.

Understand c-store operation, ordering, receiving and stocking.

Coordinate and work with vendors.

Account for and complete daily bank deposits.

Troubleshoot and resolve shift and day close errors.

Assist with customer returns, exchanges, credits, check authorizations, rain checks, discretionary discounts, and change-making needs.

Address performance and disciplinary issues in Site Manager's absence.

Ensure CSRs and PICs comply with policies, procedures, and practices.

Perform and assume Site Manager duties and responsibilities when needed.

Assist Site Manager with administration of loss prevention efforts.

Finalize, transmit, and process bi-weekly time and attendance records and payroll for site.

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.

WORKING CONDITIONS:

Indoor and outdoor time will vary by location depending upon site features (e.g. car wash, gasoline and c-stores), and depending upon the duties assigned and operational needs.

Work in conditions with exposure to occasional cold temperature extremes while performing occasional work in c-store's walk-in cooler and/or freezer.

Employees working outdoors will be exposed to a variety of temperature and weather conditions.

Work in conditions with exposure to occasional noise, like traffic, sirens, car alarms, car was equipment, and emergency and/or security alarms. Hearing protection may need to be worn, especially when wiping down cars.

Work unsupervised and with minimal direction.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, with or without reasonable accommodation.

- Regularly required to stand and walk for extended periods, including moving between indoor and outdoor areas.
- Frequently required to use hands and fingers to handle, feel, grasp, reach, and operate tools/equipment, registers, and computer/handheld devices.
- Regularly required to bend, kneel, crouch, and climb, including climbing ladders.
- Must be able to lift, carry, push, and pull items such as supplies, merchandise, or equipment; typically up to 25 lbs and occasionally up to 50 lbs (with assistance as needed).
- Vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus for safe operation of equipment and reading labels/instructions.
- Ability to speak and hear to communicate effectively with customers and team members, including in noisy environments.
- May be required to work in wet/variable weather conditions and to wear personal protective equipment (PPE) such as gloves, eye protection, or hearing protection when appropriate.

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