



Sales Associate

POSITION OVERVIEW:

A Sales Associate is a front facing customer service position within Club Car Wash. Sales Associates are responsible for providing exceptional customer service while selling wash packages and memberships. They are also responsible for completing all customer transactions on our point of sale system.

REPORTS TO:

General Manager of the location

JOB CLASSIFICATION AND HOURS WORKED:

- Non-exempt
- Varied hours/shifts up to 40 hours per week
- Part-Time or Full-Time
- Weekdays, Weekends, and Holidays

MINIMUM QUALIFICATIONS:

- Reliable Transportation
- Ability to work independently and on a team
- Able to lift at least 25 pounds
- Able to stand on feet for long periods of time in a fast-paced environment

JOB DUTIES, EXPECTATIONS AND RESPONSIBILITIES:

- Uphold the Club Car Wash standards
- Operate according to Club Car Wash rules, policies, and procedures
- Maintain personal appearance standards
- Be present and punctual for all scheduled shifts
- Provide exceptional customer service
- Effectively sell wash packages and memberships to our customers
- Ability to operate point of sale system (POS)
- Handle and account for monetary transactions
- Ability to solve and/or direct customer issues for quick resolution
- Complete all new hire and continuing education training requirements for the position
- Meet all sales related performance standards
- Train and mentor new staff members in their position specific roles



- Maintain a positive image of Club Car Wash for new employees and customers alike
- Provide input and feedback to help improve Club Car Wash operations
- Communicate effectively and regularly with management
- Perform other duties as assigned including site upkeep and cleaning duties

CHARACTER TRAITS

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|--------------------|----------------------|-----------------|
| • Positive | • Follows Directions | • Committed |
| • Mature | • Good Communicator | • Accountable |
| • Critical Thinker | • Responsible | • Honest |
| • Self-Motivated | • Coachable | • Team Oriented |

WORK ENVIRONMENT

- Outside, exposure to varying weather elements
- Hot, cold, wet and dirty working conditions

SELECTION PROCESS

- Interview with General Manager