# Customer service attendant

**Galaxy Carwash** is a brand new exterior express car wash tunnel located at **925 Lockwood Blvd** in Oviedo, FL. We are accepting applications for part-time or full-time positions. We are a locally owned and operated business. If you are interested in fast paced and hands on job, please apply here or feel free to stop by the location and apply in person.

We are currently hiring for **Customer Service Attendants**

Purpose of Role

Support the ownership and management of the car wash by executing company objectives and standards in the operation of the car wash while ensuring a high level of customer satisfaction.

Key Responsibilities

* Provide **outstanding customer service** at the point of sale by following company guidelines and **recommending and selling the best unlimited wash club package** for the customer to provide the customer with the best wash experience.
* Provide **outstanding customer service** in the **loading area** by following company loading guidelines to provide the customer with the best wash experience in the car was tunnel.
* Provide a **great experience to the customer in the vacuum lot** by following lot guidelines and ensuring the property remains clean at all times and casually selling unlimited memberships and asking for Google reviews
* Execute opening and closing processes.
* Cleaning and organizing all parts of the car wash.
* Any and all other responsibilities assigned by the management team.
* Engage actively with customers to understand their needs and preferences, ensuring a personalized service that enhances customer satisfaction and loyalty.
* Maintain up-to-date knowledge of all car wash services and promotions to effectively communicate and upsell additional services to customers.
* Address and resolve customer complaints promptly and professionally, ensuring issues are escalated to management when necessary for swift resolution.
* Participate in regular training sessions to improve sales techniques and customer service skills, staying informed about the latest industry standards and technology.

Experience and Skill Qualifications

* A selling attitude! You love people and love to talk to them about what we sell!
* Excellent customer service and people skills.
* Ability to work a flexible schedule including opening, closing, weekends and holidays.
* Ability to learn and operate all machinery.
* Ability to stand, sit, walk, kneel, and carry heavy items.
* Ability to work in outside weather element such as cold, heat, and precipitation
* Ability to pass a criminal background check

Personal Attributes

* Focused on achieving results
* A passion for people, including employees and customers
* Good judgement
* Ability to accept criticism
* High standards of work ethic and productivity

Benefits

* Competitive wages
* Paid time off for full-time employees
* Paid Holidays while site is closed for Easter, Thanksgiving, and Christmas
* Time and a half pay on New Year’s Day, Memorial Day, Independence Day, and Labor Day
* Company provided uniforms
* Commission pay
* Free car washes
* Flexible schedule
* Comprehensive training
* Active and energetic work environment
* Work for a locally owned and operated business

**Wages $14.00 per hour + bonus / commissions**