# Shift Leader

**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 **Shift Leader**

**Purpose of Role**

The shift leader directs the overall activity of the car wash by leading and developing the site level team during each shift to provide excellent customer service. The shift leader is a key holder and is thus accountable for all financial goals and objectives of ownership while the Site Manager / Operations Manager is off duty. The shift leader is responsible for ensuring that everything in the car wash is effectively managed during their shifts.

**Key Responsibilities**

* **Drives quality and exceptional customer service through the daily management of all site level employees and initiatives**. Ensures that all customer issues are handled, and customers are satisfied with their experience.
* **Is accountable to run the site in the absence of the Site Manager and/or Operations Manager**.
* **Leads employees during shift and supervises and training activities**. Addresses employee performance issues on shift and holds level employees accountable for delivering company objectives.
* **Manages and monitors site level cleanliness, service, and equipment operations** by leading the team on all necessary activities. These activities include preventative maintenance, daily opening and closing routines, and equipment troubleshooting.
* **Conducts equipment repairs proactively**.
* Creates and promotes a safe work environment by holding employees accountable to company safety guidelines and training.
* Conducts any and all other responsibilities assigned by the Site Manager or ownership.

**Experience and Skill Qualifications**

* Excellent customer service and people skills
* Ability to work a flexible schedule including opening, closing, weekends, and holidays
* At least one year of supervisory experience in service or retail management
* Mechanical and chemical knowledge and aptitude
* Ability to learn and operate all machinery
* Ability to stand, sit, walk, kneel, and carry heavy items
* Must be 18 years or older
* Ability to pass a criminal background check

**Personal Attributes**

* High level of integrity and ethical standards
* Problem solver mentality
* Ownership mentality
* Strong organizational abilities
* Focused on achieving results
* A passion for people, including employees and customers

**Benefits**

* Competitive wages, with monthly bonus pay!
* Paid time off for full-time employees (1.16 min / each hour worked or 5 days / year)
* 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
* Free car washes
* Flexible schedule
* Comprehensive training
* Active and energetic work environment
* Work for a locally owned and operated business

**Wages $16-17 per hour (depending on experience) + monthly commission - total package is higher!**