

# Traveling Shift Manager

Mike's Carwash, Inc. - Loveland, OH

## Job Description

The Traveling Shift Manager works with an assigned Area Director to work shifts at a variety of locations as the need arises. When at a location, the Traveling Shift Manager will fulfill the role and responsibility of a Shift Manager. The Traveling Shift Manager will work single days, weeks, or months at an assigned store as the business needs dictate.

### Primary Responsibilities

- **Execute the Mike's Purpose and deliver on our Team Member Promise.** This includes being a "role model" for our associates' behavior and performance.
- **Customer Satisfaction.** Doing what it takes for all customers to leave satisfied. This includes maintaining acceptable wash quality, staffing, and professionally handling customer complaints and damages.
- **Operations Management.** Ensuring your location is operating up to all Mike's Carwash standards and guidelines at all times. Assisting the General Manager in accomplishing location goals.
- **Associate Development.** Completing location orientation and training checklists as needed. Coaching and training as directed by the location. Documenting and delivering any applicable discipline for issues observed during your shift.
- **Property and Equipment Maintenance.** Assisting the General Manager in the maintenance and repairs at your assigned location. Completing OPEX checklists thoroughly and on time. Using the fix-it- book to track any repairs you are not capable of completing. Maintaining the cleanliness of all areas of the carwash, whether they are visible to the customer or not.
- **Personal Development.** You will participate in a structured management training program. You have a responsibility to pursue any skill or knowledge you do not already have mastered.
- **Travel to fill management gaps as business dictates.** This includes covering single shifts, multiple shifts, week-long assignments and more.
- **Complying with all company policies and procedures.**
- **Completing all other duties as assigned.**

### Required Work Schedule

- Must work all scheduled shifts.
- Must work five days each week. (Unless otherwise approved)
- Ability to work weekends – days off typically during the week.
- Must have open availability – schedule could change significantly one week to the next **based** on demand.
- Have the capabilities to open and close the location.
- Work four days the week of Christmas, Including December 24<sup>th</sup>, or December 26
- Ability to travel in all markets as business dictates.
- Must submit PTO and any other schedule needs at least 3 weeks out.

### Additional Expectations

- **Key/Passcode/Email Access** – The Traveling Shift Manager will have a key, alarm, passcode, and email access to multiple locations at Mike's Carwash. Your AD will work with you to gain and organize this access. The Traveling Shift Manager is expected to keep this information private, secure, and organized appropriately.
- **Credit Card** – The Traveling Shift Manager is expected to carry a company-issued credit card to be used for hotels, meals, rental cars (only if needed), etc. See Team Member Guide – Company Travel for further details. Must keep, upload, and enter receipts/information on the credit card website at least monthly for approval.
- **Hotels** – The Traveling Shift Manager must book their hotel rooms in advance using their company-issued credit card. See Management Guide – Company Travel for further details. Remember to save and upload receipts.
- **Fuel/Mileage** – Since Traveling Shift Managers will be using their vehicles, they are expected to purchase their fuel for transportation. They will then need to submit mileage using the Expense Report Template on SharePoint. The home location will be set upon promotion to the Traveling Shift Manager. Traveling Shift Manager must also inform their AD of Drive Time on at least a weekly basis.
- **Rental Cars** – Rental cars can only be used on an emergency basis after first notifying the AD. Fuel for rental cars can be put on the company-issued credit card. Transportation must be rented from our preferred account – Enterprise.