



## JOB DESCRIPTION

Revised Nov 5, 2021

POSITION: Operations Manager

### Overview:

The Operations Manager with limited supervision and using own initiative, ingenuity and foresight directs, maintains, and oversees all facets of the company's Express Carwash Operations, Safety/OSHA Requirements and Regulatory Compliance issues. Price Enterprises, Inc., currently has two CarWash808 facilities located in Waipio Gentry and in the Mokulani development of Kapolei. A senior level position the Operations Manager will report to the company's Chief Operations Officer (COO) for all operational related functions and to the Senior Executive Officer (SEO) concerning all administrative, personnel and Human Recourses related issues. The (SEO) will oversee, direct, verify and track all training the Operation Manager is responsible for including, operational "Orientations & Indoctrination," Formal On-the-Job-Training program, certifications, i.e. First Aid, OSHA, Forklift Operation, and third-party Carwash operations certifications.

The working office space for the Operations Manager is located at the CarWash808 Express location in Kapolei. The Conference Room/Training room located at the Wahiawa corporate office Suite 103 be available for formal training sessions and meetings and coordinated with the SEO. Working hours for the Operations Manager can vary significantly but is commensurate with a 50–60-hour work week dictated by workload, events, deadlines, and operational requirements.

The Operations Manager will present a well-groomed, professional appearance always when representing Price Enterprises, Inc.

Minimum requisite requirements include:

- Excellent driver's abstract, Hawaii Driver's License.
- OSHA 30 hours Training (Completed within 60 days of hire.)
- Certified in First Aid and AED operations. (Completed within 30 day of hire)
- Complete Regulatory Compliance training and continuing education as directed by the COO and SEO.

### Objective and Standard:

The objective of the Operations Manager's position is to ensure each CarWash808 Express profit center are operated in a safe, compliant, and professional manner that supports efficiency, growth, and profitability. The company culture is built on a foundation adhering to

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the company's Mission Statement, the Four Way Test and all established processes and procedures. The Operations Manager must staunchly support, teach and live the company's culture and each component of the Mission Statement. Positive leadership and leading by example are key to the success of the Operations Manager and Price Enterprises, Inc.

### **Training:**

The Operations Manager Position as authorized and directed by the board of directors is foremost responsible for the proper training of all personnel assigned to the carwash facilities to ensure a safe, enjoyable, and professional working environment. The Operations Manager will implement each training program currently developed and will assist in developing new training programs that may be necessary due to an equipment change, procedural changes, etc. The Operations Manager will be actively involved in developing training, conducting training, "training the trainer" and verifying and confirming training. Each component of this job description is predicated on training.

### **Safety:**

- Ensure all facilities and personnel are following local, state, and federal safety requirements through regular inspections and daily observation.
- Stay current with all new or changing safety regulations/requirements. Maintain employee information bulletin boards ensuring each contain required safety and labor law information.
- Confirm all employees are properly oriented on all safety issues prior to assignment to the work schedule. The company Orientation and Indoctrination Check-In Sheet will be used for this purpose.
- Confirm all appropriate Personal Protective Equipment (PPE) is issued to employee prior to assignment to work schedule with proper instruction on the use of such equipment.
- Confirm monthly safety inspections of all facilities using the Monthly Safety Inspection Checklist.
- Observe operations at every opportunity to ensure compliance with all safety requirements and take immediate action to correct non-compliance.
- Confirm appropriate and required safety reports, i.e., OSHA 300, 300A, 301, WC1, training reports, etc. are completed and filed in a timely manner.
- Confirm OSHA 300A is posted in each shop from February 1<sup>st</sup> to April 30<sup>th</sup> in accordance with OSHA requirement.
- Negotiate for and oversee installation of new or updated safety related equipment, devices, or systems.
- Confirm all employees are thoroughly briefed and trained on the proper procedures for reporting work related injuries, and work with Managers to modify work schedules for employees assigned "light duty" due to a work related injury.

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## Regulatory Compliance:

- Confirm following are current.
  - Industrial discharge permit.
  - Air compressors inspection and certification certificate.
  - Clarification Tanks content testing, inspection, and routine cleaning.
  - Manifest for cleaning of clarifier tanks and disposal of wastewater is maintained on site and immediately available.
  - Fire extinguisher annual inspection.
- Confirm required annual reports are filed with the State of Hawaii Department of Health.
- Be knowledgeable of,
  - Storm Water Quality Requirements. Will accompany contracted third-party inspectors conducting the quarterly Storm Water Quality inspection.
  - Use of reject and reclaim water, purpose and operation of clarifier tanks.
  - Lab testing requirement for residue removed from clarifier tanks.

## CarWash Facilities:

- Review, revise and update as required Standard Operation Procedures, Operating and Safety Manuals.
- Administer and track all professional training programs, including, Orientation and Indoctrination, Formal On-the-Job (OJT), and State of Hawaii Certification programs.
- Attend meetings for training sessions as may be required to remain current or to learn new procedures or requirements.
- Coordinate with the Admin Assistant to confirm all training is fully documented and filed in individual training records.
- Develop and maintain preventative maintenance program for all carwash equipment.
- Direct the efforts of the Maintenance Manager for all preventative and corrective maintenance including all tunnel equipment, vacuum cleaners, vehicles and warehouse spaces.
- Maintain the application of carwash cleaning chemicals, rinse waters, polishing and waxing agents to provide the highest quality carwash while also monitoring cost. Train team members in all operational requirements associated with chemical application including,
  - Safe change out of chemical drums.
  - Use is versa-dials.
  - Chemical and water routes from hydro-flex to tunnel arches.
  - All equipment room pumps and devices.

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- Coordinate, direct, and inspect the efforts of the industrial cleaning company that provides deep cleaning three nights per week for each carwash.
- Direct the effort of the carwash managers and teams for routine daily cleaning of all spaces and areas.
- Inspect and be continually observant of the landscape area and act as required and/or report the concern to the attention of the landscape contractor and follow through.

### **Customer Relationships:**

- Being visible on the properties builds a relationship with the customers and the communities we serve. Be proactive exchange business cards, be sincere.
- Personally deal with customer complaints expeditiously, thoroughly, and professionally fully documenting the issue and with photographic evidence if applicable.
- Review and share with each team Yelp and Google reviews and develop response for all negative reviews and provide to SEO.
- Lead by example ensure all team members are attentive and providing a high level of professional service to all customers.

### **Vendor Relationships:**

- Develop a professional working relationship with all vendors necessary for the safe and efficient operation of the carwash facilities, recurrent vendors include:
  - Auto Chem System - supplier Qual-Chem carwash chemicals.
  - Tommy Carwash System- supplier of carwash equipment.
  - Washify – supplier of POS system.
  - ALSCO – supplier of rugs, hand sanitizer, cleaning cloths, hand soaps, etc.
  - Honolulu Disposal – supplier of trash dumpster and for trash disposal.
  - Miller Industries – supplier and maintenance of air compressors and other miscellaneous pumps and hardware.
  - Roland Lamug – landscape maintenance.
  - JRD Construction – General Contractor and Electrician.
  - Hagio Plumbing – Plumbing maintenance.
- Verify accuracy of all invoices and billings before submission to Finance Department.

### **Compensation:**

- Annual salary negotiated upon hiring
- Medical Insurance at company expense as provided by the company’s medical insurance carrier.
- Dental insurance available by company’s dental insurance carrier.

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- 401K Retirement Plan with 4% company match.
- Company vehicle to use in performance of duties.
- Company mobile telephone with voice and data service.
- Earned vacation days and sick days as detailed in Employee Handbook.
- American Express Charge Card for company expenses.

Ricky E. Price, Chairman

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