



**PRICE ENTERPRISES**  
INC

**JOB DESCRIPTION**

**REVISED: 10/09/2025**

**07/10/2020**

**POSITION:** Customer Service Representative – Greeter Technician

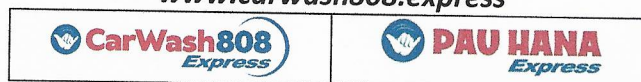
**JOB SUMMARY:**

The primary objective of this position is to deliver exceptional customer service while ensuring the safety of all employees and customers. The Car Wash Customer Service Representative (CSR) position is responsible for maintaining and promoting the company's culture of "Service at the Customer's Convenience" and with a positive attitude supporting a welcoming and friendly work environment. The CSR is responsible for assisting the customer at any of the various workstations assigned with patience, confidence, a welcoming smile and a sincere "Thank You".

- Arrive at the carwash at designated time fully dressed in the assigned uniform with approved slip resistant shoes.
- Ensure required Personal Protective Equipment (PPE) is properly worn before reporting to the Greeter workstation, i.e., safety glasses, hearing protection, safety sash belt or vest, and other items that may be required for special assignments i.e., chemical handling.
- Smile & greet customers in a friendly and professional manner, while providing information about our services and promotions.
- Promote and educate customers about car wash services, including the Diamond wash, monthly Emerald Wash Club Membership, microfiber towels, and wash cards, to enhance customer engagement and drive sales growth.
- Be knowledgeable about the Washify kiosk to ensure it is functioning properly and be able to troubleshoot any issues or inform the manager for more extensive concerns.
- Be observant and able to identify vehicles that are unsafe to enter the carwash including, but not limited to:
  - Items in truck beds.
  - Broken or cracked windshield or other glass.
  - Apparent damage to vehicle that could become snared by the carwash brushes.
  - Aftermarket modifications that may be incompatible with the carwash equipment.
  - Excessively dirty or muddy vehicle that could be transferred to a following vehicle.
  - Vehicles with items protruding from or attached to the body, i.e., ladders, extended side mirrors, wide tires outside the fender well, scooter/bicycle racks, etc.
  - Obviously impaired driver. Contact manager for assistance.
- Be observant and able to identify vehicles with rear wiper blade assemblies. Offer the blue painter's tape to help secure them in place.
- Offer all customers (1) complimentary Wypall heavy duty cloth per vehicle.

1034A Kilani Ave. # 102 Wahiawa, HI 96786 - Office: (808) 621-0899 – Fax: (808) 622-4448

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- Prepare customers for loading procedures, such as following the directions of the loader, placing their vehicle in Neutral, and taking their foot off the brake - especially for first time customers.
- Ability to control traffic flow and keep the neck of the entrance buttoned up.
- Acknowledge and address any customer comments, complaints, and feedback, and notify the manager accordingly.
- Maintain cleanliness of the entire area under the canopy, podiums, kiosks, landscape area, trash receptacles, etc.
- Ensure the music volume in the canopy area is maintained at an acceptable level. If volume needs to be adjusted inform the manager.
- Assist fellow team members as necessary.
- Performs other duties as assigned.

**REQUIREMENTS:**

- Positive attitude and a commitment to excellent customer service.
- Written and oral communication skills as well as the ability to read and provide appropriate technical communication to customers.
- This is an outdoor job, must be able to walk and/or stand for long periods of time, up to 100% of shift.
- Ability to lift 30 lbs. to a height of 3-4 feet and move items of that weight within the shop.

*Ashley La Cuesta*

Ashley La Cuesta  
Chief Executive Officer

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