THE WASH HOUSE LAUNDRY CENTER

Assistant Store Manager

JOB DESCRIPTION

Position Summary

The Assistant Store Manager is a working leadership position that performs attendant duties while helping supervise operations and employees. The Assistant Store Manager reports to the Store Manager and may provide leadership coverage during evenings, weekends, or other periods when the Store Manager is not on site.

Key Responsibilities

- Direct and prioritize attendant work during assigned shifts and reinforce Company SOPs and quality standards.
- Handle customer escalations and approve refunds/credits up to $50.
- Monitor cleaning, WDF/PUD/commercial quality, opening/closing execution, and shift communication.
- Perform manager-level equipment troubleshooting or repairs only when specifically trained and approved for that task.
- Participate in interviews and make hiring recommendations, but not independently hire employees.
- Coach employees in the moment and recommend formal discipline to the Store Manager; Assistant Managers do not independently issue formal discipline.
- Use the manager change bag as authorized. Assistant Managers do not have safe access.
- Ensure incidents are reported and escalated; Store Manager completes the management review/signoff.
- Assistant Store Managers do not independently approve employee call-outs, shift swaps, time-off requests, or schedule changes unless specifically designated Acting Store Manager.
- Help train employees and demonstrate Company procedures; Store Manager certification/sign-off remains required where specified by the training program.
- When formally designated Acting Store Manager for an extended Store Manager absence, exercise the temporary authority specifically assigned by the Company.

Qualifications / Physical Requirements

Because this is a working operational role, Assistant Store Managers must be able to perform the physical requirements of the Store Attendant position, with or without reasonable accommodation.