THE WASH HOUSE LAUNDRY CENTER

Store Attendant

JOB DESCRIPTION

Position Summary

The Store Attendant provides customer service, maintains store cleanliness and safety, assists customers with laundry equipment, processes WDF/PUD/commercial orders as trained, and supports the smooth operation of the store.

Key Responsibilities

- Greet and assist customers, explain equipment use, and resolve routine issues within authorized limits.
- Operate Cents/POS functions and handle cash in accordance with Company procedures.
- Process WDF, PUD, and approved commercial work according to training, customer instructions, labels, quality-control standards, and SOPs.
- Maintain cleanliness of customer areas, machines, folding areas, restrooms, carts, exterior areas, and employee work areas.
- Perform approved basic equipment troubleshooting, report maintenance needs, and use out-of-service procedures.
- Complete opening, closing, shift, maintenance, incident, and other paper/digital records required for the assigned shift. Routine paper Shift Handoff sheets are retained at the store for 14 days; information requiring longer-term follow-up must be transferred to the appropriate Company record before disposal.
- Follow safety, security, customer privacy, attendance, uniform, and conduct policies.
- Communicate unfinished work and important shift information to the next attendant and management.
- Maintain awareness of customers and store activity throughout the shift and provide assistance proactively when appropriate.
- Monitor commonly used operating supplies and vending inventory and promptly report low-stock conditions to management.
- Inspect completed WDF/PUD/commercial work for completeness, dryness, correct packaging and labeling, and compliance with customer-specific instructions before considering an order complete.

Qualifications / Physical Requirements

Dependable, customer-focused, able to follow detailed instructions and work independently. Ability to stand and walk for extended periods; frequently bend, reach, and perform repetitive movements; push and maneuver loaded laundry carts; and lift, carry, or move items weighing up to 50 pounds, with or without reasonable accommodation.