THE WASH HOUSE LAUNDRY CENTER

Store Manager

JOB DESCRIPTION

Position Summary

The Store Manager is responsible for the overall operation, staffing, performance, customer service, safety, quality, and financial/operational controls of the assigned store. Store Managers are salaried positions generally expected to work 40 hours per week. A typical schedule is Monday-Friday approximately 7:00 AM-3:00 PM, with periodic evening/weekend presence and reasonable phone availability when off site.

Key Responsibilities

- Reports To: Owner.
- Recruit, interview, select, and hire store attendants; train employees and complete competency signoffs.
- Create and manage schedules in Rippling; review timecard correction requests and manage approved time off.
- Maintain adequate store coverage. Employees are expected to make a reasonable effort to locate qualified coverage for call-outs, but unresolved staffing coverage is ultimately the Store Manager's responsibility.
- Coach employees, issue written warnings, recommend final discipline, and consult the owner on termination when reasonably possible.
- Conduct a daily walkthrough/inspection of the entire store and monitor customer service, WDF/PUD/commercial quality, inventory needs, equipment condition, cleaning standards, and safety/security. Ensure identified deficiencies are corrected or appropriately escalated.
- Handle customer escalations and approve refunds/credits up to $50.
- Review maintenance issues, perform approved manager-level repairs when trained, and contact the owner when professional maintenance must be scheduled.
- Review/sign incident reports, escalate serious incidents, and ensure follow-up.
- Handle authorized safe access, manager change funds, cash closeout transfer, and other store financial controls; the owner performs final cash reconciliation and bank deposits.
- Submit supply/order requests to the Operations Director and help maintain store par levels and inventory controls.
- Complete required weekly management reporting and monitor WDF/PUD performance, staffing, training, customer issues, equipment, inventory, and store priorities.
- Complete or oversee 45-day and annual employee reviews, recognize strong performance, identify retraining needs, and develop qualified employees for advancement.
- The Operations Director and Store Managers currently report independently to the Owner. Store Managers coordinate with the Operations Director on purchasing and other assigned corporate functions but do not currently report to the Operations Director.

Qualifications / Physical Requirements

Store Managers are working operational leaders and must be able to perform the physical requirements of the Store Attendant position when operationally necessary, with or without reasonable accommodation.