

Store Leader (Laundry Manager) Job Description

Overview

Laundry Genius is not your traditional laundromat. We are seeking to deliver the premier customer experience for laundromats in our area along with wash-dry-fold and pickup/delivery services. Our store is impeccably clean with spacious aisles, more than 60 eco-friendly washers and dryers, and amenities like comfortable seating, device charging stations and free wi-fi.

Our mission is to earn the trust of our customers so they bring their laundry to us whenever it needs to be done. The first step of that is delivering an outstanding customer experience. We are looking for people who are committed to delivering a high level of customer service that keeps our customers coming back. Our successful team members are friendly, reliable, accountable and have an exceptional work ethic.

Our Store Leader will be responsible managing store operations and building, training and leading a team that provides excellent customer service to keep customers coming back. It is critical that candidates for the Store Leader role can demonstrate a track record of accountability and the ability to translate your passion for customer service to team members via training and leadership by example.

Prior management experience is required. Prior laundromat or commercial laundry experience is preferred. If this sounds like you, keep reading to learn more about our expectations for our Store Leaders.

Compensation

Store leaders receive monthly free laundry allowance, are eligible for commissions on wash-dry-fold sales and for bonuses based on store performance paid twice per year. Store Leaders may also receive tips from customers. Laundry Genius is also proud to offer a 401(k) plan for all employees.

- The store leader is paid an hourly wage based on their experience and scope of duties they can perform that reduce the Store Owner's time spent managing the store.
- Monthly free laundry allowance
- Opportunity for tips and commissions on wash-dry-fold sales
- Opportunity for performance-based bonuses paid twice per year

Laundry Genius is also proud to offer a 401(k) plan for all employees.

Key Responsibilities of the Store Leader

- Maintaining a safe & welcoming environment in the store for our customers and employees.
- Coaching the team to develop strong customer service skills and ensure that processes are understood and followed.
- Leading by example - model of our company values and adherence to procedures.
- Assisting the Owner and General Manager operating a profitable store – including inventory management, monitoring results, hiring employees, developing schedules, and other duties as assigned.

A Store Leader is expected to perform all duties of our Laundry Attendants as needed to ensure the successful operation of the store, including:

- Creating happy customers by answering questions, offering laundry expertise, using good judgement and demonstrating courtesy and empathy when resolving customer issues.
- Manage the processing of wash-dry-fold and pickup/delivery orders as needed.

- Proactively cleaning equipment and surfaces accordingly to Laundry Genius cleaning guidelines.
- Operate the point-of-sale system to process orders and refunds, sell laundry supplies, issue laundry cards and enroll customers in our loyalty program.
- Exhibiting composure and demonstrating courtesy and empathy when dealing with challenging situations and resolving customer issues.

Qualifications

To be hired, applicants will need to pass a background check and must present evidence of U.S. citizenship or proof of your legal right to work in the United States.

Required

- Prior customer service and management experience.
- Ability to both work independently with limited supervision and as part of a team.
- Ability to speak English conversationally, read manuals and operate equipment w/ English instructions.
- Consistent attendance and punctuality and access to reliable transportation (including public transportation – our store is on the Everett Transit #7 route).
- Comfortable doing simple math and operating a computer to accomplish tasks.
- Access to a smartphone, tablet or personal computer to view work schedules and communicate with team members
- Able to consistently follow defined procedures, operate laundry equipment and complete task checklists to operate the store - which will require you to be on your feet for long periods of time and walk, bend, twist, reach, stoop, kneel, crouch, handle/lift/move objects weighing up to 50 pounds.
- Have the flexibility to work a variety of shifts, including nights and weekends and to work with short notice because your work hours will be based on business needs.

Preferred

- Previous experience working in a laundromat or commercial laundry environment
- Understanding of how to process different types of laundry and remove stains
- Understanding of the operation of washers and dryers & ability to perform simple maintenance
- Ability to read, write and speak Spanish

About Laundry Genius

Most people dread doing laundry. And leaving your home to do it can be an even more miserable experience.

Whether it is the hours spent doing multiple loads in their home laundry machine that is stuck in a closet or out in the garage - or the time spent in dated, dingy, dark and cramped spaces of traditional laundromats or shared laundry rooms filled with antiquated machines that eat their clothes.

Laundry Genius is a modern laundromat that will change your pre-conceived notions of what a laundromat is.

We offer more than 60 brand new Electrolux eco-friendly, smart washers and dryers that are easier on your clothes. Plus Electrolux washers feature high-spin and high-extraction technology, so you'll need to spend less time and money on the dryer. Our goal is to help our customers get their laundry done faster with less effort through self-service, drop-off and laundry pickup & delivery services.

Our first Laundry Genius location is conveniently located on Evergreen Way just south of the Cascade Plaza Shopping Center between Mukilteo and downtown Everett. Grand opening is projected for July of 2021.