

Laundry Service Associate



Department: CG Express

FLSA Status: Non-Exempt

Reports to: Manager; Assistant Manager

Date: _____

POSITION SUMMARY:

Our laundry service associates are responsible to provide the best possible laundry experience for our customers. Our laundry associates will interact with and assist customers as needed with laundry needs including but not limited to operation of washers/dryers, coin machines, vending machines, general laundry processing, etc. Associates will process Wash/Dry/Fold and Dry Cleaning orders in accordance with company procedures. Service associates are responsible for the cleanliness of the store and machines during their shift, as well as store cleaning on closing shifts. Basic cash handling and credit card processing is required for payment of services provided by Express Laundry (WDF services and dry cleaning drop off/pick up).

ESSENTIAL FUNCTIONS:

The duties identified below are the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Customer Service including but not limited to:
 - Professional and courteous customer interaction to positively represent the Express Laundry Center and its corporate office – Continental Girbau Inc.
 - Assist customers as needed with machine selection and operation
 - Promote laundry services
 - Perform cash handling/credit card processing and POS operations according to company procedures
- Perform opening/closing procedures according to company procedures
- Perform wash dry fold service according to company procedures
- Process dry cleaning service according to company procedures
- Perform cleaning duties according to company procedures
- Other duties as assigned
- Strict confidentiality on all company matters

QUALIFICATIONS:

To perform this position successfully, an individual must demonstrate regular, predictable, and reliable attendance and be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge and skill required. The individual must be able to successfully pass drug screens and background checks.

EDUCATION/CERTIFICATION/LICENSURE:

- High School Diploma or GED Preferred
- Must be 18 years of age

EXPERIENCE REQUIRED:

- None

KNOWLEDGE AND SKILLS REQUIRED:

- Dependability
- Proficient with basic math skills
- Ability to read, write, speak and understand English language
- Detail Oriented: Completes and maintains high level of accuracy of even the smallest aspects of assigned tasks and duties



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- Self-driven and proactive
- Strong customer-facing and interpersonal communication skills
- Strong time management and organizational skills
- Ability to work effectively under pressure in a fast paced, rapidly changing environment
- Ability to work independently
- Ability to work and communicate effectively with Express management and other laundry associates
- Ability to engage in a continuous learning process; reflect on both successful and unsuccessful experiences; learn from others' feedback and ideas and transfers learning into self-improvement

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NEVER (0%)	RARELY (1-5%)	OCCASIONALLY (5-33%)	FREQUENTLY (34-66%)	CONSTANTLY (67-100%)
FREQUENCY		LEVELS/AREA		DISTANCE
Lifting/Carrying:				
Under 10 lbs	Constantly	Varying Levels-Overhead to Floor		Up to 15 ft.
10-20 lbs	Frequently	Varying Levels-Overhead to Floor		
21-50 lbs	Frequently	Varying Levels-Overhead to Floor		
50-100 lbs	Occasionally	Varying Levels-Overhead to Floor		
Over 100 lbs	Never			
Reaching:	<i>Frequently</i>	Pick up, move laundry & dry cleaning		Arm's length to overhead
Sitting:	Rarely	N/A		N/A
Standing:	Constantly	Throughout Laundry Center		Laundry Center
Walking:	Frequently	Throughout Laundry Center		Laundry Center
Driving:	Never	N/A		N/A
Bending:	<i>Frequently</i>	Throughout Laundry Center		To waist level
Kneeling:	Rarely	N/A		N/A
Crouching/Squatting:	Rarely	Throughout Laundry Center		N/A
Twisting: (Torso)	Constantly	Throughout Laundry Center		Reaching for objects
Climbing:	Rarely	N/A		Step-stools/ladders
Pushing/Pulling:				
Under 10 lbs	Constantly	Throughout Laundry Center		Laundry Center
10-20 lbs	Frequently			
21-50 lbs	Frequently			
51-75 lbs	Occasionally			
76-100 lbs	Rarely			
EXTREMITY MOVEMENTS:				
Frequency		R=Right / L=Left / B= Both		Yes or No
Dominant Hand:	Constantly	R or L		Yes
Both hands:	Constantly	B		Yes
Both feet:	Constantly	B		Yes
General Sight Requirements:		Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.		
Binocular:		Not applicable.		
Field of Vision:		Not applicable.		
Color Discrimination:		None.		
HEARING:		For general instruction, equipment safety, and customer communication.		
SPEECH AND LANGUAGE:				
<ul style="list-style-type: none"> • Visual comprehension (understanding/processing written word and visual observations) • Perform written and verbal communication. Communication with co-workers, managers verbally. 				



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ENVIRONMENT:	
Work Hours:	15-25 hours per week
Inside:	98 %
Outside:	2%
Extreme Cold / Heat:	No / No
Noise:	Work is performed in a laundry center setting where the noise level is moderate but not excessive.
Tools used:	This job operates in a laundry center. This role routinely uses a Point of Sale computer system, laundry carts for laundry transportation, detergents and cleaning chemicals and supplies.
Safety equipment :	Gloves are available for use with soiled laundry and for cleaning. Aprons are available when working with bleach.

INTENT AND FUNCTION OF POSITION DESCRIPTIONS

This position description is intended to cover the most significant aspects of the position. There may be additional responsibilities assigned beyond those stated in this position description. The company reserves the right to modify the role, responsibilities, requirements and position status as compliance regulations or business needs dictate.

Position descriptions assist the company in assuring the hiring process is administered fairly and qualified candidates are selected. They are essential to effective performance management and compensation systems.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the team member or others or which would impose undue hardship on the company. Position descriptions are not intended as and do not create employment contracts. The company maintains its status as an at-will employer and employment separations can occur for any reason not prohibited by law.

EMPLOYEE ACKNOWLEDGEMENT

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee printed name

Employee signature

Date

