



HELP WANTED

Looking for smiles, high energy, & friendly faces
to join your neighborhood

Tommy's Express in Overland Park!

If you enjoy providing a service our guests love
while working a flexible schedule, receiving great
pay (\$14+/hr!), and the opportunity to earn college
tuition reimbursement (and free car washes),
contact Tommy's today!

careers@heartlandtommys.com

-OR-

www.tommys-express.com/careers

Call 816-895-9300 for more information



Customer Experience Associate

Tired of standing around waiting to refold clothes customers rummage through, over and over...and over? Not interested in flipping burgers or peddling chicken sandwiches. Had enough of the ungrateful customer who leaves a 5% tip? Then you should consider a position with **Tommy's Express Carwash!** You will help customers who love our services while receiving competitive pay – starting rate of \$13.50/hour, increasing to \$14 - \$15 after completing training, plus bonus opportunities!

Tommy's Express is your next-level neighborhood carwash. We deliver the ultimate car wash experience with our stellar customer experience, advanced technologies, and iconic facilities. We are open seven days a week so can provide multiple opportunities to earn hours while also offering flexibility around your class schedule.

Benefits (some for full-time associates only):

- Sales and guest service bonus programs
- Health and 401(k) plans
- College tuition reimbursement program
- Free carwashes

Key Responsibilities:

- Ensure a consistently great, positive customer experience for every guest
- Interact warmly with guests, explain our services, and respond with confidence to questions
- Communicate promotions and wash package details effectively
- Recognize guest needs and proactively address needs through conversations
- Process point-of-sale purchases
- Make good decisions to prevent and resolve issues quickly and appropriately
- Perform other customer and team care duties, as requested

Required Qualifications & Skills:

- Sales and/or customer service experience preferred
- Confident, friendly, outgoing personality and energetic, inclusive spirit
- Willingness to learn new sales, customer service, and point-of-sale technology skills
- Desire to work in a fast-paced environment
- Ability to maintain clear and transparent communication
- Availability to work a flexible schedule based upon weather and anticipated business volume
- Willingness to abide by our uniform appearance standards
- Must be 16 years of age with a valid driver's license
- Willingness to consent to a background check
- Physical Demands: Ability to continuously stand or walk; ability to bend, squat, climb stairs, climb ladders, and lift frequently