



## **Laundromat Attendant - The Laundry Room Seabright**

The Laundry Room is a boutique laundromat in the Seabright neighborhood of Santa Cruz. We operate our laundromat based on principles of customer service and hospitality. The Laundry Room is fully attended to ensure we provide a clean, safe, and comfortable environment for our customers.

**Ideal Candidate:** We are looking for an individual to join our team in the role of Laundromat Attendant. This role is responsible for customer service, processing customers' laundry, and maintaining a clean and safe environment in The Laundry Room. The ideal candidate should have a background in customer service and must be proficient in preparing, washing, drying and folding laundry. As a host and representative of The Laundry Room, we expect our attendants to be friendly, clear communicators, calm when confronted with challenging situations, and to exhibit pride in their work and the space they're responsible for. This is a fast-paced, busy environment, which requires organization, significant multi-tasking, and attention to detail.

### **Responsibilities will include:**

- Customer Service/Hospitality: Engaging all customers in a friendly and helpful manner; Supporting customers in using our Laundry Card payment system; Providing guidance and advice in using equipment and doing laundry; Answering phone calls; Addressing customer satisfaction issues; Transferring customers' laundry from wash to dry
- Wash & Fold Services: Using point-of-sale system (register) to enter customer orders and information for laundry services; Performing wash, dry, fold services according to customer instructions and basic laundry guidelines to avoid damaged clothes; Providing customers with reasonable estimates and updates for completion of their orders; Showing pride in providing a consistent, neat, and organized finished product to our customers
- Cleaning: Consistently wiping down inside and outside machines; Maintaining clean countertops and floors; Emptying lint traps; Emptying trash receptacles; Dusting surfaces; Performing various other open and close activities

- **Enforcing Rules:** Limiting use of store space to customers; Ensuring customers meet hygienic standards; Maintaining an appropriate and safe environment; Ensuring machines are used appropriately; Keeping aisles and counter space reasonably clear of personal items; Ensuring customers are treating the space and others with respect

**Requirements:**

- Customer service or hospitality experience (prior laundromat attendant experience a plus, but not necessary)
- Must show proficiency at doing laundry, treating stains, and folding
- Must be comfortable learning and using point-of-sale system/register and LaundryCard system
- Organized and able to multi-task effectively between cleaning, customer service, and managing multiple concurrent wash and fold orders
- Must be comfortable working autonomously
- Ability to lift around 30lbs+ of laundry
- Fluent in English (Spanish a plus)

**Compensation & Shifts**

Starting pay is \$16/hour. The position has potential to earn gratuity. Attendants are offered free laundry for their personal items.

Seeking multiple part-time shifts (15-30 hours a week per shift), spanning weekdays and/or weekends, morning, afternoon and evenings. Employees may request to cover a combination of available shifts.

	<b>OPEN (8AM-415PM)</b>	<b>CLOSE (4PM-930PM)</b>	<b>OVERLAP (11AM-3PM)</b>
<b>Sun</b>	<b>SHIFT 1 - OPEN</b>	<b>SHIFT 2 - OPEN</b>	<b>SHIFT 3 - OPEN</b>
<b>Mon</b>	<b>SHIFT 1 - OPEN</b>	<b>Currently Staffed</b>	<b>SHIFT 3 - OPEN</b>
<b>Tue</b>	<b>Currently Staffed</b>	<b>Currently Staffed</b>	<b>SHIFT 3 - OPEN</b>
<b>Wed</b>	<b>Currently Staffed</b>	<b>Currently Staffed</b>	<b>SHIFT 3 - OPEN</b>
<b>Thu</b>	<b>Currently Staffed</b>	<b>Currently Staffed</b>	<b>SHIFT 3 - OPEN</b>
<b>Fri</b>	<b>Currently Staffed</b>	<b>SHIFT 2 - OPEN</b>	<b>SHIFT 3 - OPEN</b>
<b>Sat</b>	<b>SHIFT 1 - OPEN</b>	<b>SHIFT 2 - OPEN</b>	<b>SHIFT 3 - OPEN</b>