

Jackson Square Laundromat, 270 Centre St., Jamaica Plain

Job Title: Store Attendant, Jackson Square Laundromat

Description: The Jackson Square Laundromat and the Jamaica Plain Neighborhood Development Corporation (JPNDC) are looking for a customer-focused laundry attendant to help build a successful business in Jamaica Plain's newest business center located at 270 Centre Street. Responsibilities include helping customers with a state of the art card system, maintaining a clean and safe store environment, and managing the wash-dry-fold and dry-clean drop off process. In addition, this candidate will have the opportunity to work directly with the JPNDC on various charity and goodwill initiatives. All candidates must pass a background check and drug screening.

Qualifications:

- A good attitude, willingness to learn, and pro-active work ethic
- Strong people/communication skills (bi-lingual, English and Spanish, is preferred, but not required)
- Basic knowledge of computer & mechanical systems
- 18+ years old
- Reliable
- Flexible schedule

Both full-time (40 hours) and part-time positions (<30 hours) are available. Responsibilities include, but are not limited to;

Customer Service

- Greet all customers with a smile and warm welcome!
- Assist customers with state-of-the art laundry card system, washers, dryers, vending, etc.
- Administer in-store promotions (ex. dollar wash Wednesday) using point-of-sale computer system
- Respond to customer inquiries regarding services, hours, facilities, etc.
- Manage wash-dry-fold business to ensure 100% customer satisfaction
 - Customer pickups and drop-offs
 - Washing, drying, and folding of laundry
- Manage dry-cleaning drop-off service
 - Customer pickups and drop-offs
 - Vendor pickups and drop-offs

Stocking & cleaning

- Maintain a well-stocked store environment (vending, restrooms, etc.)
- Ensure windows, floors, restrooms and attendant counter are clean and safe

Physical & Mental demands:

- Lifting and moving of bags of laundry, some in excess of 50 pounds
- Ability to wash/dry/fold laundry for several hours per day
- Basic maintenance and general awareness of mechanical systems (ex. daily cleaning of lint traps)
- Ability to mop floors, wash windows, and clean bathrooms
- Good people skills, ability to resolve customer complaints, patience with customers that may be in a hurry
- Ability to learn and use point-of-sale computer system

Work Environment & Company background

This Spring, the JPNDC (www.jpndc.org) completed construction at 270 Centre St., a mixed-use retail and affordable housing development. The Jackson Square Laundromat will share the first floor of this building with a restaurant and hair salon. Open for business in December 2011, the Jackson Square Laundromat is not your typical Laundromat! Amenities will include multiple TVs, free wifi, radio, vending, and comfortable seating. Services will include self-service laundry, wash-dry-fold, and dry-cleaning drop off. The store will feature brand new, water-saving IPSO equipment and an automated card system that eliminates the need for quarters. A sophisticated camera and security system will ensure that customers and employees are safe. Typically, 2 or more attendants will be on staff, and a manager will oversee operations. The store will be open 7 days a week, from 7AM to 10PM.