

2nd Shift Laundry Attendant

Reports To: Store Lead/2nd Shift Lead

Location: Multiple (Hobart and Crown Point)

Status: Full-Time- (Base Rate \$14.50/hour)

Benefits: 401k Match, Paid Time Off, Weekend/Holiday Pay, Raises higher than cost of living increase.

Position Summary:

The **Laundry Attendant** plays a critical role in shaping the customer experience at Ladybug Laundry. As the face of the store, you are responsible for creating a welcoming, clean, and efficient space where customers feel supported and confident in doing their laundry. This is a hands-on, customer-facing position ideal for someone who enjoys multitasking, solving small problems, and helping people.

This role requires a balance of technical knowledge, customer service, and task management to ensure smooth daily operations within the laundromat.

2nd Shift Attendants are required to travel between multiple locations and will need reliable transportation.

Key Responsibilities

1. Customer Service

- Greet and assist customers.
- Guide customers in the use of our facilities, teaching them how to use our machines and services.

- Proactively de-escalate customer concerns and seek help from leads or directors when necessary.

2. Laundry Processing

- Receive, label, and log customer laundry drop-offs
- Wash, dry, fold, and package laundry according to customer preferences and company standards
- Ensure accuracy and timely turnaround of all orders

3. Cleaning and Equipment

- Regularly mop floors, clean folding tables, seating areas, and windows
- Thoroughly clean washers, dryers, and other in-store equipment
- Empty lint traps and trash bins throughout shift
- Keep restrooms clean, stocked, and sanitary
- Keep an eye on machines in use for any issues or misuse
- Assist in resetting or light troubleshooting machines as needed
- Report machine issues or facility damage to management

4. Other Regular Duties

- Lock/unlock facility and set security alarms
- Counting/Balancing the cash register and handling money
- Sending email communications to other staff members
- Creating and maintaining a safe environment for customers and staff by following safety protocols

Skills & Qualifications

- Strong **multitasking** skills—you're capable of handling several tasks at once in a busy environment.
- Natural **customer service** abilities—you enjoy helping people and have the patience to guide them.

- Willingness to **learn** and take initiative to fix basic issues.
- Detail-oriented mindset when it comes to **cleanliness, order, and safety**.
- **Clear communication** with your team and a proactive attitude when something doesn't look right.
- General **knowledge of computers** and how to send emails, navigate a web browser (Google Chrome), and ability to learn entry level technological systems.
- Ability to **work on your feet**, lift 30lbs, and climb a step stool

Opportunity For Growth

- Gain experience in **customer service and problem-solving**, building transferable professional skills.
- Become eligible for advancement with a growing family owned company into **Shift Specialist, Store Lead, or Director roles** with strong performance and leadership.

Ladybug Culture

- Supportive environment where team communication and collaboration are key.
- Clear expectations and tools to succeed—SOPs, training materials, and leadership support.
- Opportunities for appreciation and recognition for those who take pride in their work.