

Laundry Attendant

Reports To: Store Lead

Location: On Site at 2905 Earl Ave, Lafayette, IN

Status: Full-Time- (Base Rate \$14/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.

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.