



## JOB DESCRIPTION

**Job Title: Dry Cleaning & Laundry Manager**  
**Reports to: Tunica-Biloxi Economic President**  
**Classification: Exempt**  
**Supervisory Status: Supervisory**

**Company: Peerless Cleaners**  
**Employment Status: Full-Time**  
**Salary Range: Based on Experience**  
**Closing Date:**

### **Summary:**

The Tunica-Biloxi Economic Development Corporation is seeking a highly organized and experienced Dry-Cleaning and Laundry Manager to oversee our daily operations and ensure the smooth functioning of our business. The Manager will be responsible for managing daily operations, coordinating production schedules, and maintaining quality control standards. The ideal candidate will possess strong leadership and customer service skills, and have a keen eye for detail. This is a working manager position that will require active engagement alongside dry cleaning and laundry production team members as needed to meet company goals and objectives.

### **Principle Duties and Responsibilities:**

- Provide exceptional customer and employee service in highly structured environment focused on enhancing and building customer relation.
- Oversee all aspects of dry-cleaning and laundry operations, including production, inventory management, quality control, and customer complaints.
- Have a strong understanding of commercial dry cleaning and laundry operations and equipment.
- Ensure quality and production standards are met through spotting, pressing, finishing, and assembly of garments.
- Set goals and measurable objectives for the business to measure success and establish accountability standards.
- Train, supervise, and evaluate staff to ensure high performance and productivity.
- Oversee and facilitate equipment training and ensuring all team members meet standards for safety.
- Implement and enforce safety protocols to ensure a safe working environment for employees.
- Meet deadlines and complete job tasks as set by leadership without direct monitoring or oversight.
- Supervise the timely pickup, cleaning, pressing, and delivery of guest clothing and linen to meet business goals and objectives.
- Ensures policies are administered fairly and consistently, disciplinary procedures and documentation are completed according operating procedures.
- Plan, organize, and prioritize work activities to meet turnaround time requirements.
- Provide staff with assistance in performing difficult or complicated duties.
- Maintain confidentiality of proprietary information and protect company assets.
- Inventory stock and reorder when inventories drop to specified levels.
- Develop methods and procedures to increase sales and promote business.
- Analyze details of sales to assess growth potential and to set quotas.
- Ensure equipment is properly maintained and operational.

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Understand business data, market trends, financial reports, and customer behavior;
- Ability to articulate ideas clearly and persuasively, both in written and verbal forms;
- Ability to analyze business challenges, identify potential solutions, and make informed decisions;
- Ability to embrace change, learn from failures and quickly adapt to new situations.
- Knowledge of sound ethical management practices
- Knowledge of and ability to work with appropriate hardware and software applications

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Experience:**

An ideal candidate, at a minimum, shall have

- High School Diploma.
- 5+ Years of experience of dry cleaning and laundry operations and equipment.
- 3+ years of experience in staff supervision and management

### **Preferred Education and Experience**

Bachelor of Business Administration (BBA) with Five (5) or more years of experience in dry cleaning and laundry operations.

### **Certificates and Licenses:**

- Must possess a valid driver's license
- Must successfully pass a criminal background check

### **References:**

Three (3) work references required.

### **Supervisory Responsibilities:**

This job has supervisory responsibilities.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to work in a fast-paced environment.

### **Expected Hours of Work**

Must be flexible to work variable days of the week to include weekends and holidays.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be

made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to walk, stand, bend, or sit for an extended period. The employee must be able to lift 25 pounds of force occasionally or constantly lift, carry, push, pull or otherwise move objects. Candidates must have good eye and hand coordination.

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*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. The Tunica Biloxi Economic Development Corporation reserves the right to amend and change responsibilities to meet business and organizational needs.*

**PREFERENCE WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN INDIANS.**

**Proof of tribal citizenship is required to be deemed preference eligible.**