

Jovel Clark

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Career Profile: Local customer service professional who has managed a well-known, service-oriented business for more than 20 years. Special expertise in extensive face-to-face customer contact, relationship management, and creative problem solving, seeking to serve as an Airport Operations Associate, either Airside or Landside, with the City of Phoenix Sky Harbor International Airport

Skills/Specialties

Community Relations Collaborative Problem-Solving Creative Conflict Resolution
Detail-oriented Versatility of Working Outside/All Shifts

Experience

Service Manager, Los Olivos Hand Car Wash **1994 – Present**

- Create immediate rapport to ensure an exceptional customer experience, as first point of contact
- Listen to customers and evaluate their vehicles' needs, based on type of vehicle and pricing
- Calculate daily formula to meet business goals, given number of employees working to number of cars needed to be washed/detailed
- Initiate and maintain Car Wash Contracts with government and for profit entities, such as The City of Phoenix, Maricopa County and Swift Aviation
- Maintain and review security cameras and footage, to investigate incidents, as needed
- Document incidents, such as vehicle damages, employee injuries, etc. by writing up detailed incident reports
- Work outside, on my feet, in various weather conditions 90% of my scheduled time

Human Resources Manager, Los Olivos Hand Car Wash **1994 - Present**

- Manage a crew of 33 full and part-time employees
- Interview, hire, train and fire (if necessary) all employees
- Create a positive work environment which supports employees, helping them to continually improve
- Lead safety training with machinery, chemical handling, etc. to ensure employee safety
- Attend employer-sponsored management trainings to stay current in human resources practices

Owner/General Manager, In the Buff Shoe Shine **1985 - 1993**

- Created and operated my own shoe shine company with 15 locations, Valley-wide
- Interviewed, hired, trained, and managed 28 contracted employees
- Maintained a level of service excellence, creating a significant return customer base
- Shone shoes at Phoenix Sky Harbor International Airport for shoe shine company with airport contract
- Sold my businesses at a profit

Phoenix-Based Nonprofit Volunteer Experience & Fundraising

As Los Olivos Hand Car Wash Service Manager, I facilitate our support of the community, by helping many nonprofit organizations fundraise on site at the Car Wash, including

- Big Brothers/Big Sisters of Central Arizona
 - Boys and Girls Clubs of Metropolitan Phoenix
 - Hospice of the Valley
 - Joshua Tree
 - Phoenix Children's Hospital
 - Phoenix Pride
 - Ronald McDonald House
 - Southwest Center for HIV/AIDS
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Professional Awards

As Service Manager, I also led our team in providing a superlative customer service experience, which resulted in numerous community awards including

- Best of Phoenix Magazine Best Car Wash
- Downtown Phoenix Best Car Wash
- New Times Best Car Wash

Education

Locksmith Certificate, Penn Foster Locksmith School
Business/General Education classes, Glendale Community College

2012
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