



POSITION DESCRIPTION

Functional Title:	Regional Director	Compensation Title:	Director
Department:	Operations	Location:	Remote
Reports To:	Regional Vice President	FLSA Status:	Exempt
Approved By:	Vice President, Operations	Approved Date:	9/29/2025

POSITION PURPOSE

A brief summary of the purpose this position must fulfill.

The Regional Director oversees a market, managing operations, and ensuring performance aligns with company goals. This role involves strategic planning, leadership, and financial oversight, often acting as a liaison between regional offices and headquarters. Key responsibilities include driving revenue growth, improving customer satisfaction, and developing strategies for regional success.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

1. Lead the execution of strategic initiatives within the assigned market, ensuring alignment with organizational objectives and operational excellence standards.
2. Collaborate directly with the Regional Vice President of Operations to plan, implement, and monitor the success of key business strategies across the region.
3. Partners directly with facilities leadership to drive alignment and ensure effective execution of market initiatives.
4. Develop and mentor field leadership, including Area Directors and location-level managers, through structured coaching, leadership development programs, and performance management processes.
5. Drive employee retention efforts by partnering with regional leadership and the Talent Acquisition team to ensure consistent staffing levels, effective onboarding, and employee engagement.
6. Review and analyze key operational data, including financial KPIs, staffing schedules, customer feedback, training progress, and daily performance metrics, with Area Directors, Multi-Site Directors, and senior leadership.
7. Support organizational growth objectives, including greenfield expansion and acquisition integration, by cultivating internal talent for advancement and assisting with the recruitment and onboarding of new team members.
8. Oversee and resolve employee and customer issues in coordination with Human Resources and Loss Prevention, ensuring timely and thorough resolution of all incident reports, including personnel concerns and customer claims.
9. Perform other duties as assigned.

QUALIFICATIONS

The qualifications listed below are representative of the minimum knowledge, skill, and/or ability required.

KNOWLEDGE

P&L management, budgeting, and financial forecasting.

Multi-unit operations management and labor planning.

KPI analysis (car count, average ticket, chemical/labor % metrics.)

Industry best practices for safety, quality, and customer service.

SKILLS AND ABILITIES

Analyze financial reports and translate data into action plans.

Control expenses, optimize labor, and maximize profitability.

Lead, coach, and develop multi-site management teams.

Make data-driven decisions in fast-paced, high-volume environments.

Balance strategic focus with hands-on operational oversight.

Demonstrates an owner's mindset, intellectual curiosity, and a desire to be challenged and grow.

Proficient with Microsoft Office Suite, specifically Excel, and Google Workspace or related software.

SUPERVISION

Position functions autonomously. Position directly supervises up to 4 employees and indirectly supervises up to 50 employees. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION/EXPERIENCE

Minimum of a Bachelor's degree (or equivalent) and 5 years of multi-site leadership experience. However, a combination of experience and/or education will be taken into consideration.

COMMUNICATION SKILLS

Ability to read and interpret complex business and/or technical documents. Ability to write comprehensive reports and detailed business correspondence. Ability to work with managers or directors and communicate ambiguous concepts. Ability to present to groups across the organization.

MATHEMATICAL SKILLS

Ability to analyze and manage P&L statements and budgets.

Forecast revenue and control expenses to hit profit goals.

Calculate break-even points and margins to drive profitability.

Ability to use data-driven insights to guide operational and financial decisions.

REASONING ABILITY

Ability to solve problems with a variety of concrete variables through semi-standardized solutions that require some ingenuity and analysis. Ability to draw inferences and follow prescribed and detailed procedures to solve moderately complex problems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This role demands physical strength, agility, endurance, and a keen eye for detail to ensure high-quality service and safety. Typically standing, walking, bending, and stooping. Ability to lift and carry at least 50 lbs. Role requires hand dexterity and the ability to reach and stretch.

WORK ENVIRONMENT

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

This position is performed primarily in an outdoor environment, exposed to varying weather conditions including sun, heat, cold, rain, and humidity. The work area can be loud due to operating machinery, high-pressure water systems, and vehicle traffic. Team members may be exposed to wet and slippery surfaces, strong water spray, cleaning solutions, and moving vehicles. This role requires standing and moving throughout the shift in a fast-paced environment while maintaining a focus on safety, quality, and customer service. Travel required up to 80%.

My signature below acknowledges that this job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties, as may be required by their supervisor. Nothing in this job description

restricts management's right to assign, reassign, or remove duties and responsibilities to/from this job at any time. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Printed Name

Signature

Date