



POSITION DESCRIPTION

Functional Title:	Operating Partner	Compensation Title	Senior Manager
Department:	Operations	Location:	TBD
Reports To:	Area Director	FLSA Status:	Exempt
Approved By:	COO	Approved Date:	November 26, 2025

POSITION PURPOSE

A brief summary of the purpose this position must fulfill.

The Operating Partner position is a unit-level position responsible for the location's operational performance, people leadership and financial results. These responsibilities include the full profit and loss statement and development of the location's team to build a pipeline of future leaders within the Company.

Like the General Manager, the Operating Partner is responsible for monitoring and managing all day-to-day operational tasks through planning, organizing, leading, and executing all store goals to achieve continuous financial success. This includes leading team members, maintaining operational efficiency, upholding safety, dress code, and service standards, ensuring staff development, and driving revenue performance. A great Operating Partner is self-sufficient, takes ownership of the entire location including maintenance, and seeks to lead the market in each category he/she is measured in.

This position is the career track path between General Manager and Area Director.

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. Interview, select, onboard, and retain Team Members who exemplify WhiteWater's standards, modeling and enforcing effective practices in alignment with established procedures to build and sustain a high-performing, people-first culture.
2. Lead by example, fostering a team-oriented environment where every employee feels empowered to lead.
3. Demonstrates proactive communication and timely follow-up with Regional and Corporate Leadership to ensure alignment and accountability.
4. Cultivate a positive, customer-focused workplace culture through team development and leadership growth utilizing our company pillars of Respect and Communication, including ensuring the quality and consistency of Leadership Summaries.
5. Model and enforce WhiteWater's appearance and uniform guidelines, consistently maintaining a professional standard for oneself and team.
6. Responsible for exceeding sales goals through proper development of team members and customer interactions.
7. Responsible for driving EBITDA results through sales growth and consistency and expense management.
8. Educate customers on wash products, packages, wash books, and membership plans.
9. Address and resolve customer and employee concerns while fostering a respectful workplace.
10. Create and communicate the schedule for each day and week, adjusting for the needs of the business.
11. Learn to identify and troubleshoot hardware issues with pay stations and other equipment, partnering with our Facilities and IT teams to ensure maintenance issues are addressed quickly and our customers and employees continue to have a 5-star experience.
12. Perform maintenance duties that do not require the assistance of the Facilities / IT teams.
13. Ensure completion of all scheduled maintenance tasks, store cleanliness, and compliance with site standards.
14. Uphold our company policies and enforce safety protocols.

15. Drive outperformance to monthly revenue and EBITDA budgets through the above mentioned areas, using our KPI tools to drive membership revenue growth and retention.
16. Perform payroll tasks, including reviewing and approving hours for all employees.
17. Generate Google reviews of at least 120 per month with a score of at least 4.5 a month.
18. Achieve \$500 of monthly recurring fleet revenue.
19. Performs other duties as assigned.

PRE-REQUISITES

Minimum 1 year in General Manager and/or Multisite Director position with WhiteWater.

Successful completion of WhiteWater's management training program.

100% completion on training modules.

Candidate must be in good standing with no active disciplinary actions.

No Performance Improvement Plan (PIP) within the twelve (12) months preceding the application.

Score of 3 or higher on most recent performance assessment.

QUALIFICATIONS

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

EXPERIENCE

1 year in General Manager and/or Multisite Director position.

KNOWLEDGE

Knowledge of chemical and equipment safety, as well as loss prevention strategies.

Understanding of location level P&L statements and the key operational drivers that support sales growth and effective expense management.

SKILLS AND ABILITIES

Strong leadership and management capabilities including long-term planning for team development.

Ability to teach and demonstrate strong sales acumen.

Excellent verbal and written communication skills.

High-level customer service and conflict resolution abilities.

Proficient in Microsoft Office Suite, Google Workspace, and POS systems.

Ability to multitask and work under pressure while maintaining attention to detail.

SUPERVISION

Position functions semi-autonomously. Position directly supervises 8-12 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 high school diploma (or equivalent) and 1-3 years of management experience in a retail or fast casual dining environment. However, a combination of experience and/or education will be taken into consideration.

COMMUNICATION SKILLS

Ability to read and interpret general business documents. Ability to write routine reports and general business correspondence. Ability to work with peers and communicate basic concepts.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide.

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.

Must endure long periods of exposure to excessively hot and cold weather conditions.

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.

Exterior car wash environment.

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.

The Operating Partner is expected to be scheduled for 45-50 hours per week. While this schedule serves as a guideline, the Operating Partner is responsible for adjusting their schedules as needed to ensure proper coverage in the event of staffing shortages based on business demands.

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