



JOB DESCRIPTION

Shift Leader

WHITEWATER EXPRESS CAR WASH
(346) 367-2500
106 VINTAGE PARK BLVD, #100
HOUSTON, TX 77070
WWW.WHITEWATERCW.COM

Purpose

The Shift Leader position is responsible for assisting with oversight of each shift. The Shift Leader 1 position ensures that every team member understands and is enabled to perform their daily duties and assists management with completing incident reports and equipment maintenance, repairs, and reporting.

Objectives

1. Learn how to perform basic equipment maintenance and repairs.
2. Learn about car wash chemistry, how each product interacts with others, and their overall impact on wash quality.

Scope of Responsibility

This position is responsible for all duties of the Team Leader position, as well as the following:

Culture

- Displaying leadership and working as a team to enable everyone to be a leader.
- Ensuring a great culture is maintained by creating and sustaining a hospitable, fun workplace and a positive, customer-focused environment to promote the growth of our teams and our business.

Operations

- Ensuring safety and company policies are always followed, including attending the safety workshop and completing all online safety training as assigned and before the due date.
- Overseeing store opening and closing and ensuring all tasks are correctly completed.
- Setting and executing the game plan for assigned shifts.
- Performing wash quality checks on equipment function and product application.
- Performing weekly preventive maintenance and other minor equipment maintenance.
- Completing Employee, Customer, and Vehicle Incident Reports anytime an incident occurs.
- Reviewing and submitting the daily Leadership Summary for all assigned closing shifts.
- Learning how to basic complete equipment repairs.
- Learning about car wash chemistry, how each product interacts with the others, and their effect on wash quality.
- Learning to troubleshoot wash quality issues related to chemical imbalances and other factors.
- Identifying and communicating areas of improvement for the location, team members, and the Company to the management team.

Customer Service & Sales

- Providing an outstanding and pleasant experience to all our guests.
- Assisting customers with membership account changes, updates, or issues.
- Completing customer feedback surveys throughout each shift to ensure high-quality service is consistently delivered.



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Development

- Completing all development modules and programs for the Shift Leader position, including Equipment Maintenance, Shift Leader, and Development.
- Learning the steps of the Development Model, how and when to complete Development Sign-off forms, and how to appropriately utilize the Ongoing Coaching Model.
- Attending Development Workshops on an ongoing basis, including all required refresh workshops and ensuring all team members regularly participate in Development Workshops available to them to increase their knowledge, skills, and abilities.
- Completing the steps of the Development Model to assist the Store Manager with developing Team Leaders.

Physical Requirements

This role demands physical strength, agility, endurance, and a keen eye for detail to ensure high-quality service and safety. Working at an exterior car wash is physically demanding and requires working in various weather conditions. Key physical requirements include:

- Standing/Walking: Most of the shift is spent on feet, moving around the facility or standing at stations.
- Lifting/Carrying: Need to handle equipment like hoses, brushes, and cleaning supplies, including occasionally moving heavy items.
- Bending/Stooping: Frequently required to reach lower parts of vehicles.
- Reaching/Stretching: Necessary for cleaning high areas of vehicles, sometimes using aids like stools or ladders.
- Hand Dexterity: Extensive use of hands for scrubbing, detailing, and operating tools is essential.
- Endurance: Ability to work long periods, particularly during busy times, is needed.
- Weather Tolerance: Work is outdoors, requiring preparedness for all weather conditions.
- Stamina: Must maintain pace during peak hours for efficient customer service.
- Attention to Detail: Essential for thorough cleaning and avoiding vehicle damage.
- Safety Awareness: Must follow safety procedures to avoid accidents and handle chemicals safely.

Qualifications for Promotion to Store Manager

- Employed with the company as a Shift Leader for a minimum of 45 days.
- Complete all Development Modules and obtain Manager Development Sign-Off on all Store modules as designated in the WhiteWater Career Path.
- Ability and willingness to travel and/or relocate to a different location.
- Must not be on Final Notice.
- Any active employee counseling reports must be reviewed by the Area Director and HR Director before a promotion is approved.
- Successful completion of a background check.
- All promotions must be approved by the General Manager and Area Director.