



JOB DESCRIPTION

Store Manager

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

Purpose

The Store Manager position is responsible for assisting in overseeing and managing all day-to-day operational tasks, as well as the location's overall performance and operations during the shifts worked without the General Manager on site. These responsibilities include overseeing and managing all day-to-day operational tasks through planning, organizing, leading, and executing all store goals.

Objectives

1. Develop at least two (2) Team Leaders to be eligible for promotion to Shift Leader 1.
2. Manage labor based on location volume, static schedule, and the location's monthly cars per labor hour (CPLH) goal.

Scope of Responsibility

This position is responsible for all duties of the Team Leader and Shift Leader positions, 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 ensuring the development of team leaders and future shift leaders to make a positive, customer-focused environment to promote the growth of our teams and our business.

Operations

- Managing customer and employee issues, including completing and resolving all employee, customer, or vehicle incident reports.
- Adjusting equipment timing, programming wash package functions, and monitoring tunnel efficiency as trained and assigned.
- Ensuring hourly, daily, weekly, and monthly tasks are completed, including preventive maintenance, tank pumping protocols, store cleaning, wash quality reports, and site standards with your General Manager.
- Ensuring safety and company policies are always followed, including attending the weekly safety workshops and ensuring all team members complete our online bi-weekly safety training as assigned and before the due date.

Customer Service & Sales

- Assisting customers and educating them on wash products, wash packages, wash books, and membership plans.
- Assisting customers with membership account changes, updates, or issues.
- Working with the General Manager to develop methods of growing sales to maximize profits, including ensuring each of your team members has completed and signed off on all modules of the Sales Development Program and is regularly practicing their skills via role-play, customer interactions, and coaching.
- Assisting the General Manager with sourcing and communicating with other businesses to educate them on our fleet and multi-car programs.

Development

- Training and development of the Team Leader position utilizing our development model, online modules, developer guides, and sign-off forms to complete all tasks as on the WhiteWater Career Path.
- Ensuring all new team members are added to the online safety training portal.



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- Completing all development modules and programs for the General Manager position.
- 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.

Recruiting

- Utilizing WhiteWater's interview guides to ensure all necessary information is gathered and communicated with the appropriate team members.
- Ensuring adequate store staffing through proactive recruiting, interviewing, and hiring by assisting the General Manager in conducting at least five (5) weekly interviews regardless of staffing needs.
- Assisting the General Manager with the hiring and onboarding process for newly hired team members.

Financial/Accounting

- Learning how to set, review, and update weekly and monthly volume, membership, labor and sales goals bi-weekly.
- Learning about the P&L reports for the store and how to track major expenses like water, labor, chemicals, maintenance, repairs, and facility supplies.
- Learning how to read and interpret weekly and monthly financial reports with the General Manager focused on the following metrics: wash volume, average dollar per car, memberships, average dollar per member, cars per labor hour, labor cost, water usage, and revenue.

Loss Prevention

- Managing customer and employee issues, including completing and resolving all employee, customer, or vehicle incident reports.
- Holding a rewash percentage of total washes of 1.0%, assisting the General Manager with submitting validation of rewashes daily, and reporting every week to your Area Director and Regional Director.

Facilities/IT

- Assisting in communication with Lead Facility and IT Technicians assigned to the location to highlight priorities and collaborate on projects or repairs that can be performed by store personnel, including attendance of weekly facilities and IT calls and workshops.
- Learning how to identify and troubleshoot issues with pay station hardware.

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.



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- 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.

Schedule Expectations

At WhiteWater, the Store Manager is expected to be scheduled for 50 hours per week, which includes a one-hour daily lunch break, resulting in a minimum of 45 onsite working hours. While this schedule serves as a guideline, the Store Manager is responsible for adjusting their schedules as needed to ensure proper coverage in the event of staffing shortages based on business demands.

Qualifications for Promotion to General Manager

- Employed with the company as a Store Manager for a minimum of six (6) months.**
- Achievement of all Objectives as outlined above.
- Complete all Development Modules and obtain Manager Development Sign Off on all General Manager 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, Regional Director, and HR Director before a promotion is approved.
- Successful completion of a background check.
- All promotions must be approved by the Area Director, Regional Director, and Regional Vice President.

** Store Managers hired outside the company are not subject to the Store Manager time requirement.