



JOB DESCRIPTION

Team Leader

WHITEWATER EXPRESS CAR WASH

📞 (346) 367-2500

📍 106 VINTAGE PARK BLVD, #100

HOUSTON, TX 77070

✉️ WWW.WHITEWATERCW.COM

Purpose

The Team Leader position is responsible for providing exceptional customer service to all customers who visit WhiteWater Express. The Team Leader position interacts with customers, performs operational tasks as assigned and maintains site cleanliness throughout every shift.

Objectives

Learning about every aspect of the car wash and how to perform their duties utilizing standard operating procedures.

Scope of Responsibility

This position is responsible for the following items:

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 the cleanliness of the car wash, including the tunnel, equipment room, vacuum lot, and the property surrounding the car wash.
- Quickly, safely and efficiently loading customer vehicles into the wash tunnel according to standard procedure.
- Ensuring safety and company policies are always followed, including attending the safety workshop and completing all online bi-weekly safety training as assigned and before the due date.
- Learning the opening and closing procedures to prepare the store for daily operations.
- Learning to perform wash quality checks on equipment function and product application.
- Learning to perform basic equipment troubleshooting as trained and assigned.
- Ensuring management is notified anytime a deposit pickup or cash delivery service arrives at a location.

Customer Service & Sales

- Providing an outstanding and pleasant experience to all our customers.
- Learning how to operate the point of sale (POS) system and assist customers with membership account changes, updates, or issues.
- Learning about all wash products and packages, memberships, and other offerings to educate customers.
- Greeting customers at the pay station and car wash entrance as they arrive.
- Completing customer feedback surveys throughout each shift to ensure high-quality service is always delivered.

Development

- Completing all development modules and programs for the Team Leader 1 position, including New Spartan Orientation, Team Leader 1, Sales, and Team Leader 2.
- Attending Development Workshops on an ongoing basis, including all required refresh workshops to increase knowledge, skills, and abilities.



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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 Shift Leader

- Complete all Development Modules and obtain Manager Development Sign Off on all Team Leader and Shift Leader modules and workshops as designated in the WhiteWater Career Path.
- 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.