



Assistant Manager

At WhiteWater Express, we are more than just a car wash; we are a company built on respect, communication, and a passion for people. Our dedicated team members are leaders within the company, and we believe that personal growth is the key to our organizational success. If you are a self-starter, motivated, and ready to take on new challenges, we want you to succeed with us, as a part of a rapidly growing business.

Position Overview

The Assistant Manager is responsible for overseeing and managing the daily operations of the store to ensure its overall performance and operational efficiency. This includes planning, organizing, and executing store goals.

Key Responsibilities

- Lead by example, fostering a team-oriented environment where every employee is empowered to lead.
- Cultivate a positive, customer-focused workplace culture through team development and leadership growth.
- Address and resolve customer and employee concerns, including incident reporting.
- Monitor and adjust equipment, wash package functions, and tunnel efficiency.
- Ensure completion of all scheduled maintenance tasks, store cleanliness, and compliance with site standards.
- Uphold company policies, enforce safety protocols, and ensure completion of all required safety training.
- Educate customers on wash products, packages, wash books, and membership plans.
- Assist customers with membership account updates and issues.
- Work with the General Manager to drive sales growth and maximize profitability.
- Ensure team members complete sales training and consistently apply sales strategies.
- Assist in promoting fleet and multi-car programs to local businesses.
- Utilize structured interview guides to assess and recruit potential hires and support the hiring and onboarding process.
- Communicate with facility and IT technicians regarding maintenance and repair needs.
- Participate in weekly facility and IT calls and workshops.
- Learn to identify and troubleshoot hardware issues with pay stations and other equipment.

Qualifications

- Proven leadership in staff development and a passion for exceptional customer service.
- Leadership experience overseeing 3-10 direct reports for 1-3 years.
- Ability to thrive outdoors in all weather, with flexibility for evenings and weekends.
- Successful completion of a background check.
- Ability to collaborate and communicate effectively with Facility and IT Technicians to identify priorities and perform repairs or complete projects.
- Ability to work long periods, during busy hours as needed
- Attention to detail, essential to ensure high-quality service and safety
- Must have safety awareness and handle chemicals per safety guidelines.

Benefits

- Competitive Compensation in Base and Bonus Potential
- Comprehensive Health Benefits (Medical, Dental & Vision)
- Paid Time Off in addition to Company Paid Holidays
- 401(k) Retirement Plan with Company Match
- Company-Paid Life Insurance
- Pathways to Advancement
- Free Weekly Car Washes

Our employees are our most valuable asset. We only employ the best people in the service industry who embrace new challenges with enthusiasm. If you are looking for professional development with advancement opportunities in a fast-growing organization, come join our Team!