



## **Multi-Site Director (MSD)**

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 Multi-Site Director (MSD) is responsible for overseeing the daily operations of multiple car wash locations, ensuring consistent execution of company standards and operational excellence across all sites. This role focuses on developing high-performing teams, driving customer satisfaction, and achieving targeted business goals, including revenue growth and operational efficiency.

The MSD plays a hands-on leadership role, serving as the General Manager and primary point of contact for the lower-volume location, which will be designated as their home site. This dual focus enables the MSD to lead by example while providing strategic oversight, coaching, and support across both locations to ensure sustainable success.

### **Key Responsibilities**

- Lead and oversee operations at two or more locations, fostering a positive work culture for an exceptional guest experience.
- Provide coaching and support to nurture the growth of future General and Store Managers.
- Collaborate with General Managers and Area Directors on store operations, equipment, damage claims, and employee development.
- Step up to fill open shifts when necessary to ensure seamless operations.
- Maintain regular communication with the recruiting team to ensure adequate staffing, retention, and potential employee progression.
- Review Leadership Summaries and ensure staff participation in development programs.
- Approve weekly work schedules, payroll submissions, purchasing invoices, and device sales & metrics strategies.
- Analyze P&L reports and create sales and development strategies to meet company projections.

### **Qualifications**

- Proven track record in leadership, successful management, and staff development.
- Passion for delivering outstanding customer service.
- Ability to thrive in an outdoor, all-weather, and fast-paced environment.
- Minimum of 2 years of experience in managing multiple locations.
- Flexible scheduling, including evenings and weekends.
- Must successfully complete a pre-hire background check.

### **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
- Pet 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!