



## Shift Leader

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 Shift Leader position is responsible for assisting with oversight of each shift. The 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.

### **Key Responsibilities**

- Foster a team-oriented environment where every employee feels empowered to take initiative and lead.
- Cultivate a positive, customer-focused workplace by supporting team growth and leadership development.
- Address and resolve concerns, including incident reporting, to ensure a seamless experience.
- Monitor and adjust equipment, wash package functions, and tunnel performance to optimize efficiency.
- Uphold company policies, enforce safety protocols, and ensure all employees complete required safety training.
- Provide customers with information on wash products, packages, wash books, and membership plans.
- Assist customers with membership account updates and issue resolution.
- Oversee store opening and closing procedures, ensuring all tasks are completed correctly.
- Learn car wash chemistry, product interactions, and their impact on wash quality.
- Identify and resolve wash quality issues caused by chemical imbalances or other factors.
- Communicate areas of improvement for the location, team, and company to management.
- Administer customer feedback surveys during each shift to maintain high-quality service standards.

## **Qualifications**

- Strong team player with leadership abilities to guide and support colleagues.
- Comfortable working outdoors in all weather conditions, including evenings and weekends.
- Physically capable of lifting up to 50 pounds and standing or moving for extended periods.
- Detail-oriented with a focus on delivering high-quality service and maintaining safety standards.
- Ability to foster a welcoming, fun, and customer-focused environment that drives business and team success.
- Adherence to all safety protocols, including proper handling of chemicals per safety guidelines.
- Must successfully pass a 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
- 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!