



POSITION DESCRIPTION

Functional Title:	Shift Leader	Compensation Title:	Shift Leader
Department:	Operations	Location:	On-site at a WhiteWater operating location.
Reports To:	Store Manager	FLSA Status:	Non-exempt
Approved By:	VP, Human Resources	Approved Date:	January 19, 2026

POSITION PURPOSE

A brief summary of the purpose this position must fulfill.

The Shift Lead (Senior Car Wash Attendant) supports daily site operations by overseeing shift execution, ensuring wash quality, supporting team members, and assisting management with operational oversight. This role performs all Team Lead duties while providing on-shift leadership and operational coordination.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must satisfactorily perform each essential duty. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

1. Perform all duties of the Team Lead role, including customer service, sales, and vehicle preparation.
2. Serve as a senior team member on shift by modeling expected behaviors, providing guidance when asked, and supporting team members in completing assigned work.
3. Assist SM or GM with store opening and closing procedures for assigned shifts in accordance with established checklists and guidelines.
4. Help maintain operational flow during assigned shifts by reinforcing safety, efficiency, and customer service standards.
5. Conduct wash quality checks to ensure proper equipment function and product application.
6. Perform basic preventive maintenance and minor equipment troubleshooting as assigned.
7. Complete customer, employee, and vehicle incident reports when required.
8. Assist customers with membership questions, changes, and issue resolution.
9. Communicate operational issues, improvement opportunities, and safety concerns to management.
10. Perform other duties as assigned.

QUALIFICATIONS

The qualifications listed below are representative of the minimum knowledge, skill, and/or ability required.

KNOWLEDGE

Car wash operations, including tunnel flow and wash quality standards
Basic equipment function and preventive maintenance concepts
Safety procedures, incident documentation, and policy compliance
POS systems and membership management processes

SKILLS AND ABILITIES

Demonstrated leadership and ability to direct others during a shift
Strong customer service and conflict-resolution skills
Sales capability with confidence promoting memberships and upgrades
Mechanical aptitude sufficient for basic maintenance and troubleshooting
Ability to prioritize tasks and maintain operational flow during high volume periods
Physical ability to perform outdoor, hands-on work in all weather conditions

SUPERVISION

Position functions with supervision.

EDUCATION/EXPERIENCE

Minimum of a high school diploma (or equivalent) required and 2 years of experience in the customer service industry. However, a combination of experience and/or education will be taken into consideration.

COMMUNICATION SKILLS

Ability to read and interpret general business documents. Ability to demonstrate strong verbal and written communication skills to effectively support shift operations and team performance. This includes clearly communicating expectations, priorities, and safety instructions to team members; addressing customer concerns professionally; and escalating issues appropriately. The role also requires the ability to document incidents and operational issues accurately and to communicate observations, concerns, and improvement opportunities to management in a clear and timely manner.

MATHEMATICAL SKILLS

Ability to perform basic arithmetic, including addition, subtraction, multiplication, and division, as required for processing transactions, handling cash or electronic payments, verifying pricing and discounts, and ensuring accurate completion of sales, membership information, and incident documentation.

REASONING ABILITY

Ability to solve practical problems through standardized solutions that require limited judgment. Ability to follow prescribed and detailed procedures to solve routine problems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This role demands physical strength, agility, endurance, and a keen eye for detail to ensure high-quality service and safety. Typically standing, walking, bending, and stooping. Ability to lift and carry at least 50 lbs. Role requires hand dexterity and the ability to reach and stretch.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This position is performed primarily in an outdoor environment, exposed to varying weather conditions including sun, heat, cold, rain, and humidity. The work area can be loud due to operating machinery, high-pressure water systems, and vehicle traffic. Team members may be exposed to wet and slippery surfaces, strong water spray, cleaning solutions, and moving vehicles. This role requires standing and moving throughout the shift in a fast-paced environment while maintaining a focus on safety, quality, and customer service.)

My signature below acknowledges that this job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties, as may be required by their supervisor. Nothing in this job description restricts management's right to assign, reassign, or remove duties and responsibilities to/from this job at any time. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Printed Name

Signature

Date