



POSITION DESCRIPTION

Functional Title:	Team Leader	Compensation Title:	Team 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 Team Lead (Car Wash Attendant) is responsible for delivering a high-quality customer experience through direct customer interaction, vehicle preparation, membership sales, and safe, efficient operation of the car wash. This role works primarily outdoors and plays a critical role in wash quality, site cleanliness, and customer satisfaction.

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. Greet customers and provide friendly, professional service at the pay station and tunnel entrance.
2. Sell wash packages and membership plans, clearly explaining features and benefits.
3. Prepare vehicles for entry into the wash tunnel, including pre-rinse, scrub, and safety checks.
4. Safely and efficiently load vehicles into the wash tunnel following established procedures.
5. Operate the point-of-sale (POS) system to process transactions and manage membership updates.
6. Maintain cleanliness of the tunnel, vacuum lot, equipment areas, and surrounding property.
7. Monitor wash quality and report issues to leadership as identified.
8. Follow all safety procedures, chemical handling guidelines, and company policies.
9. Work outdoors in all weather conditions while maintaining pace during peak business hours.
10. Perform other duties as assigned.

QUALIFICATIONS

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

KNOWLEDGE

Basic understanding of customer service and retail sales principles
Familiarity with POS systems or ability to learn quickly
Awareness of safety practices in an outdoor, equipment-driven environment

SKILLS AND ABILITIES

Strong customer service and interpersonal communication skills
Sales aptitude with the ability to confidently promote memberships and upgrades
Ability to follow procedures and safety protocols consistently
Physical stamina to stand, walk, bend, lift, and work at a fast pace
Attention to detail to prevent vehicle damage and ensure wash quality
Team-oriented mindset with reliability and accountability

SUPERVISION

Position functions Position functions with supervision.

EDUCATION/EXPERIENCE

Minimum of a high school diploma (or equivalent) required. Experience in the customer service industry is preferred. 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 communicate clearly, professionally, and respectfully with customers and coworkers in a fast-paced, outdoor environment. This includes explaining wash packages and membership options, providing clear verbal guidance to safely load vehicles into the wash tunnel, and responding to customer questions or concerns in a courteous manner. The role requires active listening, the ability to follow verbal instructions accurately, and effective teamwork communication to maintain safety, efficiency, and a positive customer experience during all shifts.

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