

Paws & Pals Pet Resort – Job Opening

Paws & Pals Pet Resort, an upscale pet care center, is now interviewing for an enthusiastic part-time (20-30 hours per week) **front desk/customer service** staff member. The ideal candidate would be looking for a long-term career in animal care. We were recently voted #1 dog boarding facility for the SW metro area. Please email a background summary along with your Resume.

If you have superior customer service skills, love dogs and enjoy working in a fast-paced environment we encourage you to apply for our open position. All candidates will need to complete a working interview and a background check as a condition of being offered employment. Dog behavior, care and handling, business procedures and job specific software training will be provided.

Front Desk/Customer Service – Job Description

This position reports to the Pet Care Manager. Has responsibility for customer interaction, satisfaction and maintaining the health, safety and comfort of all of our 4-legged guests.

Primary duties will include:

- Greet new clients (people), provide facility tours and explain available services
- Handle phone and email inquiries; accurately book reservation requests
- Collect and enter information - utilize specialized computer software
- Check-in and check-out pets, create invoices and take customer payments
- Develop and maintain positive customer relationships, gather and share important information about their pets
- Professionally handle and document customer complaints as needed
- Learn/follow Paws & Pals business processes
- Complete cleaning and housekeeping procedures
- Perform opening and/or closing procedures including cash handling/reporting

Secondary duties may include:

- Supervise Pet Care staff - supervisory experience preferred but not required
- Record/report accurate info on the status, activities and behavior of each pet
- Clean and sanitize suites, play and common areas
- Assist with laundry and facility maintenance as needed

Qualifications

- Exceptional customer service skills
- Minimum one-year experience dealing directly (in-person) with customers
- **Willing to work a flexible schedule including evenings, weekends and holidays**
- Positive attitude and friendly disposition
- Passion for animal care
- Excellent communication skills · Solid computer skills
- Ability to multi-task in a fast-paced environment
- Well-organized · Attentive, observant, and detailed oriented
- Physically able to secure and handle all sized dogs · Physically able to handle cleaning
- High School education or equivalent
- Must have reliable transportation