

Paws & Pals – Phone Sales/Front Desk Job Opening

Paws & Pals Pet Resort, an upscale pet care center, is now interviewing for an enthusiastic part-time (20-30 hours per week) **phone sales/front desk** staff member. Opportunity to grow into a full-time position. 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 cover letter or background summary along with your Resume to info@pawsresort.com

If you have superior phone and customer service skills, a positive attitude, 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. Training on company offerings, “pet parent” behavior, dog care and handling, business procedures and job specific software will be provided.

Phone Sales/Front Desk – Job Description

This position reports to the Customer Service Manager. Has responsibility for prospect and customer interaction and satisfaction. Educate potential, new and existing customers about our services in a professional, friendly, knowledgeable and confident manner. Book reservations!

Primary duties will include:

- Handle phone and email inquiries; educate and explain our services and their value
- Understand “pet parents” and what drives their decision making
- Accurately book reservation requests including grooming appointments
- Collect and enter information - utilize specialized computer software
- Greet new clients (people), provide facility tours and explain available services
- Check-in and check-out pets, create invoices and take customer payments
- Develop/maintain positive customer relationships, gather/share important information about their pets
- Professionally handle and document customer complaints as needed
- Learn/follow Paws & Pals business processes

Secondary duties may include:

- Record/report accurate info on the status, activities and behavior of each pet
- Perform opening and/or closing procedures including cash handling/reporting
- Complete cleaning and housekeeping procedures for lobby/reception area

Qualifications

- Exceptional phone and customer service skills
- Excellent communication skills • Solid computer skills
- Proven experience in phone or retail sales
- Experience with Microsoft Outlook or equivalent including use of email templates
- **Willing to work a flexible schedule including evenings and some weekends**
- Positive attitude and friendly disposition
- Passion for animal care
- Ability to multi-task in a fast-paced environment
- Well-organized • Attentive, observant, and detailed oriented
- High School education/equivalent, prefer some relevant post-secondary education
- Must have reliable transportation