 Guest Services Receptionist

Job Description

The Guest Services receptionist will be responsible for sales and marketing of company services. Primary duties are: taking incoming calls, interacting with clients, selling services to new and existing clients, giving tours of facility, making confirmation calls/ emails, working special events, and assisting president and manager with marketing tools, tracking growth and overhead costs and other projects as necessary.

**Required for this position:**

* The ability to follow directions with and without supervision
* The ability to use proper English and have a pleasant friendly phone voice
* The ability to perform exceptional face to face customer service
* The ability to lift objects and pets of at least 40 lbs. and sustain ongoing physical activity
* The ability to recognize certain behaviors in animals and people to maintain a safe working environment during check- in and check outs
* The ability to maintain high level of customer satisfaction while maintaining loyalty to Connie Winters’ Pet Resort
* The ability to show kind, caring leadership and work with team leaders as a team
* The ability to work with computers, fax, vacuum cleaner, two way radios, cameras and other general office equipment
* The ability to spell, read and perform basic mathematics with accuracy
* The ability to use specialized computer software, Word, Excel and other software as needed

**Front Desk Responsibilities:**

* Open and Close front desk and lobby
* Check pets in and out, collecting all necessary information, answering clients’ questions, give tours
* Answering phones, emails, messages, sending and making confirmation calls and emails
* Maintaining safety and following protocols when handling pets, walking pets, retrieving pets, and all building protocols
* Scanning and filing contracts, vaccination records, updating records, printing employee duty lists
* Understanding animal behaviors and be capable of maintaining control of dogs and humans during check in and check out

**Pet Resort Cleanliness Responsibilities:**

* Keep lobby and front desk area organized and clean at all times
* Use vacuum, broom, mops and other cleaning tools to clean carpets, desktop shelves, floors, and sidewalks
* Use proper dilution rates and protocols for all chemicals
* Clean and dispose of all animal waste and trash in lobby and front of building following protocols

**Customer Service Responsibilities:**

* Knowledge of computer system, phone system and protocols of facility
* Assisting clients with disabilities, multiple pets or crowding in lobby
* Maintain a professional bearing, role model proper procedures and a positive attitude toward clients and co-workers
* Maintain compassion and professionalism when dealing with pets and pet families
* Maintain all daily records as required

**This is by no means a complete list**: Some task may be assigned to a specific staff member to complete. Other tasks may be assigned in general and all front desk staff members will be held accountable for the execution of tasks related to health, safety, cleanliness, overall first impressions of the facility and the tasks related to the business tracking tools.

**Opportunities for growth:** There are several areas for potential financial rewards as a Guest Services/ Receptionist at Connie Winters’ pet resort. By demonstrating the desire to perform and/ or learn additional tasks, this position can be upgraded as skill sets and willingness to perform are demonstrated. These are a few of the tasks that we feel would demonstrate the desire of a Guest Services/ Receptionist to learning and growing more within the company:

* Take advantage of Dog behavior course materials in house to pass video courses i.e. (Dogs- 101 and Dogs- 201), study AKC obedience course books, grooming manuals and many other training materials to advance general knowledge of pet care to aid in answering client questions and concerns
* Ability to put pets and their owners at ease during the check in process to facilitate safety to all staff members and make first time pet’s stay more enjoyable
* Have knowledge of medications and reason for being prescribed, to help collect proper information from client, and to offer correct and proper care of pet
* Have knowledge of basic grooming requirements to aid in discussions with clients regarding breed specific grooming, coat condition, behavioral issues, length of time to groom specific pets, estimated wait times. Have capacity with verbal/ written notes to relay this information to grooming staff
* Ability to use common sense and attention to detail to alert management to potential issues with a pet’s health and happiness,
* Ability to notice when assistance is needed or when a task needs preformed without being asked.
* Ability and wiliness to be available to work as coverage is needed, especially holidays and summer months when occupancy rates are the highest.
* Ability to use computer skills for advertising, management programs and advanced customer service. Some of the skills that are useful for company growth are: Excel, Word, Photo shop, QuickBooks

**How this position is part of the team effort at Connie Winters’ Pet Resort:**

* By assisting the other pet care assistants, groomers, trainers, managers & owner, in understanding what the client wants from us, in regards to the care of their pet; we can maintain the high level of care, cleanliness, and compassion for the pets that the pet families in the area have come to expect from us.
* Every aspect of the pet’s care rolls over into customer service. Outstanding customer service means return visits which in turn means a more profitable business and more money to roll back into staffing and facilities.

***I have read the above job description and have been given a copy in my employee handbook to refer to at any time. I understand that my reviews will be based on my ability to perform the tasks listed above.***

***Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

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