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| A picture containing drawing  Description automatically generated | Guest services, Receptionist, Business Support Personnel  Job Description | | | | | |
| **JOB INFORMATION** | | | | | | |
| Title: | Customer Service | | | | | |
| Expected Orientation period | 500 hours | | | | | |
| Employee Group: | Customer Service, Receptionist, business support Personnel | | | | | |
| Shift: | Morning and/ or afternoon as needed | | | | | |
| Location: | 335 Winterfield Road, Indiana, PA 15701 | | | | | |
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| **ORGANIZATION** | | | | | | |
| Entity | Connie Winters’ kennels, Inc. d/b/a Connie Winters’ Pet Resort | | | | | |
| Instructor | General Manager or his/her designee | | | | | |
| Department | Customer Service, Receptionist, business support Personnel | | | | | |
| Reports To: | General Manager or his/her designee | | | | | |
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| **JOB SUMMARY** | | | | | | |
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| **General Responsibilities** | | | | | | |
| 1. Holds a general knowledge of the operation of CWPR and the care of pets 2. Demonstrates reliability in attendance, punctuality, and task performance 3. Demonstrates respect, professionalism, fairness, and kindness in all interactions with coworkers, supervisory staff, clients, visitors, and vendors 4. Demonstrates a positive attitude and initiative toward job responsibilities 5. Demonstrates a caring, responsible, kind attitude towards all pets in the care of CWPR 6. Completes task efficiently and accurately. 7. Performs scheduled duties on time without frequent reminders 8. Follows directions and suggestions provided by supervisors 9. Works cooperatively with fellow employees and supervisory staff 10. Maintains workspaces, lobby, and courtyard in a neat, clean, safe, and orderly manner 11. Reacts promptly and appropriately in emergency situations 12. Treats all information and knowledge about any pet or pet owner, any staff member or any program or project in the work setting with strict confidentiality 13. Participates in any training determined to be necessary and provided by CWPR 14. Complies with all policies and procedures, helps enforce all policies and procedures established by CWPR management | | | | | | |
| **Essential Responsibilities** | | | | | | |
| 1. Demonstrates the ability to follow directions with and without supervision 2. Demonstrates the ability to lift objects and pets of at least 50 lbs. 3. Demonstrates the ability to admit and ask for help when a task needs more explanation or more help is needed with a particular pet 4. Demonstrates advanced computer skills for WORD, EXCEL, Kennel Connection, QuickBooks and any other software deemed necessary by management 5. Demonstrates advanced skills in the care, maintenance, and operation of all office equipment and machines 6. Demonstrates the ability to project a pleasing, friendly phone voice, using CWPR preferred terms and showing the ability to sell services and products 7. Demonstrate proficient photographic skills for marketing, report cards to owners, and other business uses. 8. Demonstrates the ability to spell, read, and perform mathematics for business applications of CWPR 9. Demonstrates basic cat and dog restraint as needed for moving pets and treatment 10. Demonstrates basic introduction of human to dog techniques to prevent stress or reactions from pets and prevent injuries to self or other staff 11. Demonstrates basic dog training skills for walking on a leash and keeping dog under control. Can control dogs with Heel, Sit, Down recall, Stay, Off 12. Demonstrates measures to maintain safety and ability to follow protocols when handling pets, walking pets, retrieving pets from cabins and safe building protocols to prevent escapes or injury to pet, other pets, or staff at all times. 13. Can handle all GREEN and YELLOW dogs under all circumstances in lodging, day care, dog cam, and playtime activity situations 14. Demonstrates ability to water, feed, and exercise all pets as directed by written and verbal directions 15. Demonstrates the ability to administer basic medications as directed by written and verbal directions and chart the same, daily to management in charge 16. Demonstrates the ability to observe and chart in-take and output of each pet and report findings in writing and verbally, daily to management in charge 17. Demonstrates the proper use and care of the Hi Pressure cleaning system 18. Demonstrates the proper use and care, and storage of brooms, mops, scrub buckets, scrub brushes and other cleaning tools to maintain a safe neat and clean facility at all times 19. Demonstrates the proper protocols, safety, storage, and dilution rates for all chemicals 20. Demonstrates the proper cleaning techniques for each cleaning surface and the importance of the wet time protocols 21. Demonstrates the protocols for disposal of all animal waste and garbage 22. Demonstrates the correct use of the washer and dryer for laundry and where each item belongs throughout the facility 23. Demonstrates the protocols for washing animal dishes, washing water containers, and cat litters, washing windows both inside and outside of facility 24. Demonstrates ability to follow protocols for marketing bags and literature, training class bags or other marketing materials as needed 25. Demonstrates ability to recognize breeds and AKC Groups of dogs, or mixed breeds by their traits of recognized breeds 26. Demonstrates ability to recognize normal breed temperaments and instincts for all AKC breeds 27. Demonstrates ability to recognize body language of dogs for fear, fear aggression, territorial aggression, dominant behavior, passive behavior, stress signals 28. Demonstrates ability to use basic human body language to maintain control of a dog or a group of dogs in the social setting of Dog Camp 29. Demonstrates ability to recognize body language of cats for fear, fear aggression, territorial aggression, dominant behavior, passive behavior, stress signals 30. Demonstrates ability to welcome and help new hires and Level 1 staff members learn their job, using correct policy and procedures. | | | | | | |
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| **QUALIFICATIONS** | | | | | | |
| To perform this job successfully, an individual must be able to perform each responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. | | | | | | |
| **Education** | | | | | | |
| *Education Level* | *Education Details* | | | | | |
| High School or GED | \_x\_ Required Preferred | | | | | |
| \*if still in school must be at least 17 yr. old with working papers | | | | | | |
| **Cognitive Ability** | | | | | | |
| 1. Ability to communicate effectively with other staff and clients using CWPR preferred terminology 2. Ability to organize and execute tasks in the proper order and follow directed protocol 3. Ability to exercise good judgement in all aspects of the job, pet care, client care, safety, cost of materials, utilities, maintenance of grounds and equipment 4. Ability to follow written and verbal directions, to read and write in a clear, readable fashion 5. Ability to establish and maintain a good rapport with other staff, management, and clients 6. Ability to redirect other staff to other tasks, when they report to front desk, unless they are directly helping with check-in or check- out of a pet or using computer to clock in or out. 7. Ability to use good time management skills to increase efficiency and value of all staff members, to the business | | | | | | |
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| **Workplace Expectations** | | | | | | |
| 1. Acknowledges a coworkers’ or management’ verbal or written request and handles them in a friendly and courteous manner 2. Promotes a positive team environment through active cooperation with others 3. Maintains awareness of all CWPR policies and procedures, enforces them and follows them 4. Shows initiative and works with minimal supervision 5. Responds appropriately to supervision and direction. Expects and accepts verbal or written directives from president or upper management, when policy and procedures are not followed 6. Dress appropriately for the job environment, use a friendly phone voice and always create a great first impression, following policy handbook guidelines 7. Ability to follow directions, and ask for clarification if unsure how to proceed 8. Ability to work independently and make good work-related decisions 9. Ability to appropriately handle confidential information as outlined in policy handbook 10. Ability to accept new challenges and extra projects as they are assigned | | | | | | |
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| **Physical Demands** | | | | | | |
| *The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.* | | | | | | |
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| **Physical Demand** | | **Rarely** | **Occasionally** | **Frequently** | **Constantly** | **Weight** |
| Driving/Operating Mobile Equipment | |  | x |  |  |  |
| Use of Hand Tools (power or manual) | |  | x |  |  |  |
| Use of Personal Protective Equipment | |  |  | x |  |  |
| Use of Office Equipment (computer, printer, telephone, etc.) | |  |  |  | x |  |
| Standing for extended periods of time | |  |  |  | x |  |
| Walking for extended periods of time | |  |  | x |  |  |
| Cuddling pets | |  |  | x |  | >175# |
| Being jumped on by dogs | |  |  |  | x | >175 # |
| Repeated Bending | |  |  |  | x |  |
| Gripping/Holding pets & materials | |  |  |  | x | >175# |
| Reaching (above shoulder/at waist/below waist level) | |  |  | x |  |  |
| Hearing (person to person, on the phone, in group settings) | |  |  |  | x |  |
| Vision (near, midrange, far, peripheral, depth and color) | |  |  |  | x |  |
| Lifting (Weight) pets or materials | |  |  | x |  | >50 |
| Carrying (Weight) pets or materials | |  |  | x |  | >50 |
| Handling unfriendly or rowdy dogs x | | | | | | |
| *The employer recognizes that reasonable accommodations must be made to enable a qualified individual with a disability or disabilities to perform the essential duties and responsibilities of this job.* | | | | | | |