

**Position:** Assistant General Manager for Dog Walking & Animal Boarding

**Position Description:**

A senior staff position leading the day-to-day operations of the Patrick's Pet Care dog walking and animal boarding operations in Washington, DC.

**Primary Responsibilities:**

- Directly supervise and manage a mid-day dog walking staff of 12, including all day to day logistical, human resource, scheduling and animal-related issues that may occur in the office or in the field
- Take a lead role in the training, continuing education, and performance evaluation of direct reports
- Directly supervise and delegate tasks to a deputy mid-day dog walking shift supervisor
- Serve as the primary point of contact for 150+ daily dog walking customers, leading the response to customer service concerns from clients in a timely and attentive manner via phone, email and/or in person
- Serve as the "bottom line" staffer for mid-day dog walking to ensure that our services are delivered as promised and agreed
- Serve as the "bottom line" staffer for our dog "BnB" and office boarding cats to make sure there are no "dropped balls" and our services are delivered as agreed
- Together with the deputy, serve as the primary communication hub between dog walking customers and dog walking staff, taking extra care to keep track of and communicate special requests
- Serve as the primary scheduler for mid-day dog walking and overnight boarding and manage weekly dog walking and overnight boarding scheduling requests from customers inclusive of mid-day as well as some morning and evening walks using Google Drive and the proprietary "Pet Check Technology" app, and our boarding software "Pet Exec" focusing on efficient use of labor resources and generating the greatest profit for the company (Can be delegated after demonstrating understanding and proficiency)
- Serve as the primary dog walking and boarding pet invoice generator, ensuring that customers are billed correctly for the services they've requested (Can be delegated after demonstrating understanding and proficiency)
- Together with a deputy, serve as the primary morale officer for dog walking staff
- Serve as a dog walking and boarding pet quality control officer, ensuring that dog walking and boarding services are rendered by staff in an ethical, timely manner according to the highest standard of customer service in adherence with company and customer instructions, including doing periodic spot checks in the field
- Take ownership of and maintain the dog walking key inventory, periodically auditing keys and taking preventative steps to prepare for the unexpected
- Continually evaluate dog walking and boarding and customer satisfaction metrics; research alternatives and make changes and improvements to attain peak efficiency and customer satisfaction
- Own and maintain the dog walking Pet Check Technology and Pet Exec customer databases to ensure its information is accurate and up to date
- Ensure that our dog walking services are offered in compliance with local pet laws and within the requirements of our insurance policies

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- Actively engage new dog walking customers and thoughtfully respond to all new inquiries for dog walking services in a timely manner so as to expand the business footprint as quickly and strategically as possible
- Supervise the facilities, cleaning and Dog BnB overnight staff to make sure they do their jobs and keep our spaces clean, ethical and a pleasant place for people and animals
- Maintain dog walking and animal boarding budgets and report on progress to the General Manager

### **Secondary Responsibilities:**

- Meet new dog walking customers in their homes to gather the information that the company and staff needs to provide quality dog walking services according to the customer's expectations and instructions
- Serve as the "bottom line" auditor of staff Pet Check updates, staff time sheets, invoices, staff Uber use, and keys; generate periodic reports of the same to the General Manager
- Work with the general manager and marketing/public relations director to engage in strategic planning to expand the dog walking business
- Supervise and facilitate the "onboarding" of new dog walking and animal boarding customers from the initial inquiry about our services to the first visit by our staff and set expectations and educate them about company policy including rates, walk timing, and the use of Pet Check Technology, among others
- Maintain and update existing new hire training and continuing education curriculum
- Occasionally lead continuing education and new hire training classes to improve our standards of service
- Create and maintain performance evaluation standards for dog walking staff
- Assist the owner/general manager in recruiting, hiring, firing and promotion decisions by actively participating in interviews, performance evaluations and termination proceedings
- Supervise in the field animal training and support for staff
- Periodically lead staff meetings
- Serve as the weekend "manager on duty" every third weekend
- Once or twice per year serve as the acting general manager when the general manager is away on vacation, taking responsibility for all the services being delivered on time and in the manner customers expect, inclusive of dog-walking, boarding, grooming and, to a lesser extent, daycare and pet sitting.

### **Basic Requirements:**

Bachelor's degree required; master's degree welcome

40-45 hours per week

Work week is Sunday to Thursday (Friday and Saturday off)

At least one year experience in customer service related industry

At least one year managerial experience

Some evening appointments

Some weekend work

Some holiday work

Proficiency with Microsoft Office, including Excel

Proficiency with Google cloud products: including Google voice, Google Drive, Google Maps, Google calendar and Gmail at a minimum.

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Knowledge of and basic troubleshooting abilities on both Android and iOS  
1 year commitment, inclusive of a three-month probationary period  
Serves as weekend “manager on duty” every third weekend  
Serves at the “Bottom Line Manager” for the entire week of one of the following holidays:  
    Thanksgiving **or** Christmas **or** New Years  
Notice of intention to quit at the end of contract: 1 month

**Essential Skills:**

Strong and active working memory  
Ability to communicate complex objectives and delegate with follow up  
Ability to manage labor resources effectively and efficiently  
Intermediate to advanced understanding of dog and cat behavior  
Experience supervising, training and disciplining multiple direct reports  
Ability to lead and motivate others  
Ability to work independently  
Highly organized at both the granular and large scale level  
Strong attention to detail  
Strong customer service skills and ability to manage demanding customer expectations  
Strong “think on your feet” problem solving skills  
Ability to appropriately prioritize multiple demanding needs for attention and resources  
Basic working knowledge of DC neighborhoods and geography

**Ideal Qualifications and Experience:**

Prior small business experience  
Prior marketing and public relations experience  
Prior sales experience  
Prior animal related work experience  
Prior experience planning and executing a professional strategic campaign of some kind  
Prior experience in a management role with a large team and hiring and firing authority  
Prior experience with advanced Excel reporting and data manipulation  
Prior experience with digital mapping  
Proficiency with mobile apps: Asana and Pet Check Technology in particular  
Advanced knowledge and experience with keys, locks and home alarm systems  
Advanced knowledge of DC neighborhoods, geography, and zip codes  
Knowledge and experience with social media, particularly Facebook, Yelp and Instagram  
Knowledge and experience with photography

**Major Goals and Milestones:**

-Work with the General Manager to conceive and execute a strategic plan for growth of dog walking, overnight stays at the Dog BnB, the office cat boarding, and the Small Dog Day Care for the next year, two years and five years, with the intention of informing the decision for “the next step”  
-Launch overnight boarding at a new big dog day care center and establish its market as separate and distinct from the small dog day care and the Dog BnB  
-Work with general manager to establish a loyal customer rewards program  
-Launch a hotel concierge on demand dog walking program

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- Work with the general manager to establish a robust front desk concierge and major residential apartment building partnership program
- Work with the general manager to incorporate an “on walk” training operations
- Other objectives as determined in the interview process

**Benefits:**

- All the benefits of a regular dog walker (Bikeshare, WABA Membership, etc) plus:
- 3.33 hours of paid time off accrued every two-week pay period, up to 40 hours.
- Paid federal holidays off unless they fall on weekends when on duty or on a “bottom line” major holiday.
- Up to \$300 monthly payment directly to a health care insurance company or HSA
- 1 year vestment in Patrick’s Pet Care SEP Retirement Fund
- Company-owned work cell phone **or** monthly contribution ( up to \$50) directly to employee’s existing cell phone provider

**Compensation:**

Generous and commensurate with experience  
 Performance bonus eligible

Patrick W. Flynn, Owner Warner Capital, LLC	Date	Assistant General Manager	Date
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