

Patrick's Pet Care

All creatures great and small...

Position: Evening Scheduler & Closing Manager

Position Description:

A critical logistics, time management, and customer service role at Patrick's Pet Care in Washington, DC.

About the Company:

Patrick's Pet Care is a rapidly growing dog-walking, pet-sitting, pet-transportation, dog training, and animal boarding firm with three facilities and a fourth under construction. In its fifth year of operation, the firm services more than 150 customers daily in 15 neighborhoods. Since its inception, Patrick's Pet Care has focused on providing trustworthy, reliable, and personalized animal care. The company uses "Pet Check Technology" which includes GPS-tracking for visits, online scheduling and billing, making it easier than ever to help care for pets in real-time. By maintaining high standards of customer care, Patrick's Pet Care can expand its services without losing the company's community-focused spirit. Along with a five star rating on [Yelp](#), Patrick's Pet Care was voted "Best of DC" in 2017 by the readers of Washington City Paper. To find out more, visit www.patrickspetcare.com and follow us on [Facebook](#), [Instagram](#) and [Twitter](#).

Responsibilities:

Scheduling -30%

- Serve as the scheduler for all service requests that come in during the afternoon and evening hours for all departments, including dog walking, pet sitting, pet transportation, animal boarding and dog training
- Serving as the "bottom line" responsible party for publishing one of two major weekly schedules for a staff of 20+ and 150+ daily customers, and programming the details of that schedule into our third-party software Pet Check Technology and Pet Exec

Customer Service & Communications – 30%

- Serve as "the face" of the company at new client in-home evening consultations
- Serve as the "manager on duty" point of contact in the afternoon and evening hours, fielding supervisor level inquiries from new and existing customers

Staff Supervision and Animal Handling as Closing Manager – 30%

- Ensure that our afternoon evening services are delivered to customers according to company policy and customer expectations
- Respond to staff logistical and pet related concerns and troubleshoot any issues that arise
- Serve as a "Jack of All Trades" able to fill in on an as needed basis in any of our afternoon or evening staff roles, including day care, dog walking, dog boarding, pet sitting, and pet transportation

Invoicing & General Administration – 10%

- Assist department heads in ensuring that invoices are sent accurately and in a timely manner

Minimum Requirements:

A passion for animals, dogs and cats especially

A passion for people, logistics and efficiency

40 hours per week (Evenings 1pm-9pm)

Work week is Sunday-Thursday (Fridays and Saturdays Off)

At least one year experience in customer service related industry

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.

Knowledge of and basic troubleshooting abilities on both Android and iOS

1 year commitment, inclusive of a three-month probationary period

Willingness to commute around the city by bicycle, your own car, or in the company van

Clear driving record and valid driver's license

Clear FBI criminal background check

Serves as one of three "managers on duty" for the entire week of **one** of the following holidays: Thanksgiving **or** Christmas **or** New Years

Working Conditions:

Office environment with animals present, with portions of time in the field that may include periods of driving or bicycling, walking, standing, and interacting directly with new customers and animals in customer homes as well as outdoors in various weather conditions. Ability to climb stairs and endure moderate to occasionally intense physical activity. Must be comfortable interacting with and handling domesticated animals of all types that may be as big as 120lbs.

Benefits:

Competitive benefit package provided

Compensation:

Salaried position

Generous and commensurate with experience

Performance bonus eligible