

Patrick's Pet Care

Local Service. Familiar Faces.

Position: Pet Sitting Manager and Morning Field Operations Supervisor

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. In its sixth year of operation, the firm services more than 175 customers daily in 20 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 & 2018 by the readers of Washington City Paper. To find out more, visit www.patrickspetcare.com and follow us on [Facebook](#) and [Instagram](#).

Responsibilities:

Scheduling & Administration -40%

- Serving as the "bottom line" responsible party for publishing one of two major weekly schedules for a staff of 20+ and 150+ customers, and programming the details of that schedule into our third-party software Pet Check Technology
- Administer the customer requests, the calendar, and the staffing assignments for any in home overnight pet sitting requests and serve as the "bottom line" responsible party for overnight in-home pet sitting visits
- Serve as the scheduler for all field service requests that come in during the morning hours (7-10am) for the field departments, including dog walking and pet sitting and coordinate with the other managers to assist with the same in the afternoon hours (10am-3pm)
- Create a third, weekly schedule for field visits that occur between the hours of 7am - 11am as needed during times of heavy demand
- Ensure that appropriate staffing is in place to meet the demands of the major weekly schedule that you are responsible for

Customer Service & Communications - 20%

- Serve as "the face" of the company at new client in-home morning and early afternoon consultations
- Serve as the "manager on duty" point of contact on the phone in the morning and early afternoon hours 7-3pm, fielding supervisor level inquiries from new and existing customers

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-Provide in-home and online onboarding for new pet sitting customers (mostly) and new dog walking customers (occasionally)

Staff Supervision and Animal Handling as Morning Operation Supervisor – 20%

-Supervise a staff of 3-5 employees to ensure that our morning services, including dog walks and pet sits 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 in the morning hours between 7am - 10am

-Serve as a “Jack of All Trades” able to fill in for staff and assist with field operations on an as needed basis in our field staff roles including dog walking, pet sitting, and occasionally pet transportation

Pet Sitting Manager – 20%

-Serve as the “bottom line” responsible party for operations relating to pet sitting and Overnight in-home pet sitting visits

-Streamline reservation practices to ensure that operations are efficient and accurate

-Onboard new customers to Patrick’s Pet Care

-Ensure staff have the tools they need to provide excellent customer service and care for the cats and small animals who are entrusted to us

-Assume bottom line responsibility for the inventory and tracking of our pet sitting keys

-Responsible for profitability and growth of pet sitting services

Minimum Requirements:

A passion for animals, dogs and cats especially

A passion for people, logistics and efficiency

40 hours per week (Mornings 7am-3pm)

Work week is Monday-Friday

Serves as “manager on duty” every 4th weekend

Serves as one of two “managers on duty” for the entire week of **one** of the following holidays: Thanksgiving **or** Christmas **or** New Years (by lottery)

At least one year experience in customer service related industry

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

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

Working Conditions:

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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