

Patrick's Pet Care

All creatures great and small...

Position: Dog Day Care Manager

Position Description: A critical logistics, staff management, organizational, and customer service role at Patrick's Pet Care in Washington, DC.

About the Company: Patrick's Pet Care is a rapidly-growing company that provides a wide range of pet services, including dog walking, pet sitting, dog day care, dog training, and dog boarding. Currently in its sixth year of operation, the company maintains three brick-and-mortar facilities and provides services to more than 200 customers daily in 20 neighborhoods around Washington, DC. Since the company's inception, Patrick's Pet Care has focused on providing trustworthy, reliable, and personalized animal care. To streamline the customer experience, the company uses online portals to track, bill, and administer its services, and to provide customers with daily updates about how their pet is doing. By maintaining high standards of customer care, Patrick's Pet Care has been able to expand its offerings without losing the company's community and customer-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:

Administration and Scheduling – 25%

- Serve as the "bottom-line" Manager for all Day Care operations at two facilities - one for dogs under 35 pounds, the other for larger dogs - during the hours of 7am - 2pm Monday through Friday.
- Supervise basic Dog Boarding operations, since all Dog Boarding is done at our Large Dog Day Care facility, during the same hours.
- Maintain our online system, Pet Exec, to ensure that it is functioning correctly, that customers are able to request the proper services, and that customers are being properly billed for the services they do use.
- Enroll new customers in Pet Exec, and ensure that they receive the proper automated emails containing their login credentials. Once customers are enrolled, they are responsible for scheduling their own services.
- Maintain the Day Care calendar to ensure that dogs are being dropped off and picked up when and where they are supposed to be.
- Maintain familiarity with the transport needs of our Day Care and Dog Boarding clientele, and ensure that transports using our company van each morning are scheduled and taken care of.
- Ensure that appropriate staffing is always in place to meet the demands of the Day Cares.
- Be responsible for profitability and growth of Day Care services.

Staff Supervision, Training, and Coordination – 25%

- Supervise a staff of Day Care Attendants to ensure that all our Day Care services are delivered in a way that meets company policies and exceeds customer expectations.

- Supervise the morning van driver while he/she completes the required morning transports to and from our facilities.
- Help train new Day Care Attendants, ensuring that they have the tools they need to provide excellent customer service and care for the dogs who are entrusted to us
- Maintain the Policies and Procedures Manuals for our two facilities.
- Respond to staff logistical and pet related concerns during the day, and troubleshoot any issues that arise in the Day Care or Dog Boarding departments between 7am - 2pm.
- Serve as a “jack of all trades,” able to fill in for Day Care staff and assist with field operations on an as-needed basis.
- Coordinate closely with our Dog Boarding Manager to ensure that the dogs boarding at our Large Dog Day Care and Boarding facility are properly taken care of.
- Apprise the Dog Boarding Manager of anything he/she needs to know to take over supervision of the Day Care facilities from 1pm - 8pm.

Customer Service and Communications – 20%

- Serve as the face of Patrick’s Pet Care for all Day Care customers,
- Respond to enrollment forms submitted by new customers, coordinating times for them to visit Day Care for the first time and visiting their homes for consultations if necessary.
- Respond to customer inquiries regarding scheduling, billing, or other issues.
- Monitor the dedicated Day Care email address for customer questions that attendants may need help with.
- Explain to customers how Pet Exec’s various functions can address their questions, with an eye towards making operations as autonomous as possible.
- Spot-check the daily updates that are sent to customers, ensuring the quality of the updates and attached pictures.
- Compose a bi-weekly “newsletter” that is sent to Day Care customers, sharing cute pictures of the dogs, business updates, community events, or other news.

Facilities Management – 15%

- Maintain the upkeep and general appearance of both Day Care facilities.
- Maintain systems for organizing and cataloging belongings that customers bring with their dogs to Day Care, such as leashes, food, or other supplies.
- In coordination with the General Manager, schedule any necessary maintenance at the facilities, ex. electrical, plumbing, painting, HVAC, or other construction work.
- Track and order supplies for both facilities, such as cleaning products, labelling materials, dog treats, or other supplies.
- Complete routine inspections of both facilities to ensure that procedures in place for cleanliness and maintenance are being followed.

Weekend Manager on Duty Rotation – 15%

- Every fourth weekend throughout the year, serve as “Weekend Manager on Duty” for the duration of the weekend.
- From Friday evening through Monday morning, the Weekend Manager on Duty is the bottom-line Manager for all company operations. This involves supervising weekend staff, responding to phone calls from customers, and ensuring that all services are completed satisfactorily. This requires a working familiarity with *every* department of the business, not *just* the Day Care operations.

- Serve as one of two “Managers on Duty” for the entire week of *one* of the following holidays: Thanksgiving, Christmas, or New Year’s. Holiday shifts are chosen by lottery.

Minimum Requirements:

- A passion for animals, especially dogs
- A passion for customer service, logistics, and efficiency
- At least one year of experience in a customer service related industry
- A one year contractual commitment, inclusive of a three-month probationary training period
- Willingness to commute around the city by public transit, bicycle, your own automobile, or in the company van
- Clear driving record and valid driver’s license
- Clear FBI criminal background check
- Proficiency with Microsoft Office programs, primarily Excel and Word
- Proficiency with Google cloud products, including GMail, Google Drive, Google Maps, Google Calendar, and Google Voice
- Knowledge of and basic troubleshooting abilities for both Android and iOS operating systems

Working Conditions:

- Most time will be spent at our two dog Day Care facilities, primarily our Brookland location, with portions of time spent working from our main office in Columbia Heights. Work may require driving or bicycling in various weather conditions, and walking, standing, and interacting directly with customers and animals at the facilities. Ability to climb stairs and endure moderate to occasionally intense physical activity is required. 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 compensation commensurate with experience
- Performance bonus eligible