

Patrick's Pet Care

Local Service. Familiar Faces.

Position: Director of Staff Experience & Training

Position Description:

A dynamic people and education focused role that supports the mission and operations at Patrick's Pet Care in Washington, DC.

Mission of the Position:

Taking quality care of pets professionally in Washington, DC does not happen by magic. It requires excellent customer service and communication, strong attention to detail, and superior (as well as ongoing) training. Patrick's Pet Care customers expect a superior level of care for their pet family. In fact, they need superior care so that they can focus on other things. Enter the Director of Staff Experience & Training, whose job is to ensure Patrick's Pet Care hires and retains the best people it can, and further ensures that the company invests in our staff with the best tools, information, training and support possible so to be able to do their demanding jobs in a safe, supported, compliant, animal-loving environment. Overall: make a meaningful contribution every day toward maintaining a well-oiled machine that leaves customers, staff, and animals feeling as though they had a good "experience." Keep true to our slogan: "Local service. Familiar faces."

About the Company:

Patrick's Pet Care is a boutique dog-walking, pet-sitting, grooming, and dog boarding firm founded in 2012. Since its inception, Patrick's Pet Care has focused on providing environmental-friendly, reliable, and personalized animal care. The company uses "Time to Pet" software which includes GPS-tracking and a comprehensive mobile app, making it easier than ever to care for pets and get updates to customers in real-time the way they want them. By maintaining high standards of customer care, Patrick's Pet Care can make people's lives less stressful and happier without losing their community-focused spirit. Along with hundreds of five-star ratings on Yelp, Patrick's Pet Care was voted "Best of DC" in 2017, 2018, and 2019 by Washington City Paper. We were also selected as a "Top Pet Care Provider" by the readers of Washingtonian magazine. To find out more, visit <https://patrickspetcare.com> and follow us on Facebook and Instagram.

Responsibilities:

Human Resources – 25%

- Coordinate with managers to identify hiring needs
- Manage and source talent pools to ensure vacancies are filled efficiently
- Lead applicant interview, background check, skills evaluation, and onboarding process
- Manages employment contracts and enforces contract requirements
- Maintains a comprehensive database of employment information
- Manages timesheets and executes payroll
- Plans and executes staff evaluations in coordination with general managers
- Participates in disciplinary and termination proceedings

- Manages and tracks staff benefits, bonuses, time off
- Ensures company policies are maintained, updated, communicated and enforced
- Facilitates and manages any workers compensation claims
- Manages any employee grievances
- Ensures that our employment practices are in adherence with applicable laws

Staff Training & Education – 25%

- Maintains employee handbook
- Plans and delivers new hire training classes
- Plans bi-weekly curated and interesting education moments at regular staff meetings
- Conducts regular, industry specific, hands-on safety training and best practices training in coordination with general managers
- Plans and facilitates regular outside enrichment and professional development opportunities for all staff
- Ensures mentorship, education, and skillset development of meritorious staff, anticipating future company needs and acknowledging a strong company desire to promote from within

Staff Experience & Recruiting 25%

- Coordinate and execute thoughtful monthly staff socials
- Implement effective and yet meaningful gestures of appreciation and recognition of important personal and professional developments: promotions, birthdays, marriages, etc
- Represent the company as a Brand Ambassador at occasional recruiting events
- Cover staff who want time off to participate in professional development activities
- Continually evaluate our operations from a staff person perspective and make recommendations for improvements to the owner
- Maintains relationships with coordinators of various talent pools
- Keeps a pulse on staff morale to keep turnover as low as possible
- Manage staff uniform needs and orders

Operational Support – 25%

- Maintain a department budget of ~ \$25,000
- Assist General Managers with planning and delivery of bi-weekly staff meeting
- Cover managers who wish to work from home according to the appropriate schedule
- Cover days off for other management staff
- Assist with field and day care/dog boarding operations as needed, particularly to ensure a working understanding of all our operations and to make important staff time off for sickness and bereavement possible
- At periods in the year direct supervision of an intern

Minimum Requirements:

A passion for animals, dogs and cats especially

A passion for educating and professional development

A demonstrated history of mentorship

Bachelor's degree required

40-50 hours per week (including some mornings and evenings, as well as some weekends and holidays)

Work week is Monday-Friday (except for every fourth weekend when position serves as weekend "manager on duty" for the company)

Work hours Tuesday to Friday are 9am-5pm

Work hours on Mondays follow a fixed 4 week rotating schedule:

Week 1: Monday is off from work (after being manager on duty that weekend)

Week 2: Monday is 7am-3pm

Week 3: Monday is 12:30pm-9pm

Week 4: Monday is 9am to 5pm

At least one year in a customer service related industry

At least one year supervisory experience

Excellent written and verbal communication skills

Proficiency with Microsoft Office

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

1 month notice to quit

Clear driving record (no more than 3 points), valid driver's license, comfortable driving a micro-cargo van

Clear FBI criminal background check

Serves as weekend "manager on duty" every fourth weekend

Reside within 25 minute driving time of Brookland boarding facility

Serves as the "Bottom Line Manager" for the entire week of **one** of the following holidays:

Thanksgiving **or** Christmas **or** New Years

Desired / Ideal Qualifications:

- Professional experience with dog training and/or professional animal handling
- One or more years in the pet industry
- One or more years in a management role with hiring/firing authority
- Working understanding of the Family Medical Leave Act, Americans with Disability Act

Working Conditions:

Dynamic working conditions that are based out of a traditional office, but may flex given the needs of the day to any of our potential staff working environments that may include a walking dogs outside to and from customer homes for several miles to a dog boarding/day care/grooming facility environment, with loud noises and periods of walking, standing, and interacting directly with animals both indoors and outdoors in various weather conditions. Ability to climb stairs, lift dogs as heavy as 100lbs, and drive a vehicle in snow required.

Benefits:

Competitive benefits package provided

Compensation:

Salaried position

Generous and commensurate with experience

Performance bonus eligible