



www.pawandorder.ca
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Petcare Specialist

The successful candidate will be able to effectively and efficiently operate all business areas including overnight care, daycare, and basic grooming.

Reports to: Director of Operations

Duties

- Provide exceptional and professional customer service in all aspects of customer relations and each interaction including telephone, in-person, and electronically
- Establish and maintain excellent relationships with clients, suppliers, local veterinary service providers, and other pet care providers
- Demonstrate patience, understanding, and genuine caring with every animal in our care
- Establish and maintain required feeding and watering schedules for each client as required
- Daily cleaning, sanitizing, and disinfecting of all areas of both indoor and outdoor facilities using standard and specialized products
- Ensure clean bedding/blankets are always available (laundry duties required)
- Ensure that every client receives adequate exercise during their stay. This includes walks and individual/group playtime.
- Supervising dog playgroups and other situations where multiple dogs are together
- Efficiently execute administrative duties such as daily sales log, package tracking, bank deposits, filing, maintaining client files, completing required paperwork, checking and updating the company's Facebook page, writing /responding to client e-mails, creating signage, letters and memos, cards, etc.
- Accurately create, change, and cancel reservations for daycare, overnight boarding, training, and grooming using the office computer software.
- General maintenance duties as required
- Administer pet medications and supplements as required
- Efficiently check-in and check-out clients for boarding, daycare, and grooming appointments
- Conduct basic grooming (baths, nails, brushing) as needed for all clients
- Transportation of animals (use of own vehicle may be required)
- Prepare for and conduct facility tours and provide information about our services to clients and potential clients
- Prepare for and participate in promotion and marketing events such as trade shows and networking events
- Overnight stays may be periodically required to provide ongoing care for the boarding guests in the absence of the owner of the company or as scheduled
- Other duties as assigned by the owner or direct supervisor to ensure the successful operation of the business

Requirements

- Flexibility (long shifts, split shifts, evenings, weekends, and overnights)
- Demonstrated affection and enthusiasm toward dogs and cats
- Possess a high school diploma or equivalent
- Possess a valid driver's license and own vehicle
- Able to read, write, and speak effectively, compassionately, and professionally in the English language
- Able to lift and support a minimum of 50lbs regularly
- Able to establish and solve basic mathematical equations
- Demonstrates the ability to work effectively with others and independently
- Possess and use solid and reliable problem-solving and decision-making skills
- Demonstrates effective critical thinking skills
- Job task planning and organizing
- Demonstrates a desire for continuous learning
- Must have great attention to detail
- Must obtain PACCC Certification within the first 18 months of employment