

# Front Desk Receptionist at All Dogs Club

We are a local dog daycare and grooming facility located in College Park, MD. We are looking for an experienced, hard-working front desk receptionist who is passionate about animals and are interested in growth opportunities. Our front desk team members are trained on-site and interact directly with our customer base and facility staff. Our front desk receptionists are responsible for processing transactions, answering phones, emails and social media inquiries, managing our daily guest lists, bath schedules and providing excellent customer service.

This position requires customer service experience and basic computer skills: Microsoft Word and Excel, Google Business Suite and experience on some social media platforms.

## **Our ideal candidate is:**

- Reliable, responsible and on time for their shifts.
- A customer service pro with customer-facing experience.
- Available to work some evenings, weekends and holidays.
- Passionate about animals and comfortable in an fast-paced setting with dogs of various breeds.
- Interested in growth within our organization. We are a fast-growing facility and we're always looking to promote from within.
- Creative and adaptable. Each day at work is different and exciting.
- Physically able. This position requires the ability to stand for extended periods of time, lift up to 30lbs, interact with dogs of all sizes.

## **This position includes:**

- Managing the intake and release of daily daycare, grooming and boarding pets.
- Answering calls, emails and messages from customers about purchases, facility questions, and more.
- Utilizing our point of sale and kennel management systems to process payment, manage dog information, communicate with owners and more.

- Maintaining a healthy, safe journey from car to playroom for our dogs.
- Assisting in grooming responsibilities such as bathing, nail trimming, brush-outs etc.
- Facility maintenance and cleaning.

**Required education and work experience:**

- High school diploma or equivalent (GED) is preferred.
- Must be US citizen or Permanent Resident Card holder, or hold Employment Authorization Document.
- Work or experience with animals is preferred.

**Job Types:** Part-time, Full-time

**Pay:** \$16.00 - \$18.00 per hour

**Schedule:**

- 8 hour shift
- Day shift
- Holidays
- Monday to Friday
- Weekend availability

**COVID-19 considerations:**

We follow current CDC and local guidelines when it comes to masks, social distancing and exposures.

**Experience:**

- Customer service: 1 year (Required)
- Animal care: 1 year (Required)

**Work Location:** In person