



Part Time Assistant Job Description

A position is available for a person who will continue our impeccable standards when it comes to our facility, its presentation, as well as our commitment to first rate cat care & exceptional customer service. This can be a challenging role in a challenging environment, in which success is measured in happy healthy cats, happy owners & the stream of enquiries & bookings we receive from customer word-of-mouth, as well as online.

REQUIREMENTS -

- A demonstrated ability to micro-manage, take ownership of tasks, and work unsupervised.
- A history of duties and references showing impeccable honesty and trustworthiness.
- A confident yet flawlessly patient manner when handling cats, with or without owners present.
- A “can do” attitude, with no prejudice against working to complete tasks ranging from clerical to janitorial.
- A highly developed desire and ability to exceed customer expectations. This is our #1 priority. Customer service skills are a MUST.

WHAT WE OFFER -

For the successful applicant(s) we offer a 10 -15 hour week, starting out. We're especially interested in retaining the best staff for the long term, so if you're the right person for our business after a trial period we will retain your services. We are looking to promote from within our facility, which will include full time status if desired.

YOU ARE THE IDEAL CANDIDATE (*ideal meaning preferred, but not required*) -

If you have extensive experience dealing with clients in a vet practice, or in a pet boarding reception position. Someone who has the kind of pet industry customer service skills & attributes that can only be attained by at least several years of dealing with pet owners in an appointment-based business environment.

DUTIES -

Reporting to the Owner, this is an “all-around” position which includes customer service, as well as day-to-day cat care, cleaning & presentation duties which include (but are not limited to);

- Serving clients upon arrival & departure
- Organizing feeding & medication schedules from bookings
- Answering telephone inquiries regarding all aspects of cat boarding including vaccination requirements
- Checking and reporting cats' health & well-being
- Brushing, playing with & rotating cats from their rooms to the main play area
- Administering medications to cats if required
- Mixing & preparing food 2-3 times per day
- Washing, drying, & folding towels, blankets, etc
- Emptying & washing cat litter trays
- Mopping, sweeping, & vacuuming the office & cat boarding areas
- Sanitising, washing & drying food bowls
- Processing bookings on our customized computer booking system
- Cash and credit card handling & receipting
- Reply to emails daily
- Review calendar for any tasks or tours to be conducted