

BARK 'N' TOWN INC.

Job Description Form



GENERAL INFORMATION	
Location	27607 W. Brandenburg Rd., Ingleside, IL 60041
Job Title	Customer Service / Team Lead
Reports to	Owner
Type of position: <input type="checkbox"/> Full-time <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Part-time	Hours: Approximately 25 per week – Mixture of shifts
JOB DESCRIPTION	
<p>The Customer Service / Team Lead position is a critical role in our organization, you make the first impression as clients contact Bark 'N' Town. The front desk is a fast paced environment where the ability to multi-task and set priorities is critical.</p> <p>Your Customer Service responsibilities include: answering the telephone, making reservations, checking in guests, taking potential customers on tours, assisting with feeding, laundry, & dishes, general cleaning, and various special projects as assigned.</p> <p>As a Team Leader you will direct the work activities of our Pet Care Technicians. You will be responsible in making sure daily, monthly and special projects are accomplished per written procedures. You will assist in the ongoing process of updating and review of processes and procedures used in our facility.</p> <p>The work schedule is a variety of afternoon shifts and split shifts.</p> <p>A BACKGROUND CHECK WILL BE REQUIRED FOR ALL CANDIDATES PRIOR TO HIRING!</p>	
GENERAL JOB REQUIREMENTS	
<ul style="list-style-type: none">- Pet friendly and passionate about pet care- To be able to present a positive, happy and caring attitude always- Honest and dependable- To present a professional appearance- Candidates should be free from pet related allergies , sensitivity to pet hair and sensitivity to cleaning chemicals	<ul style="list-style-type: none">- To know or be willing to learn about pet behavior- See and hear well enough to react to pet warnings- Able to lift 50 lbs.- Able to control the movements of large pets- Frequent bending, lifting and stretching
JOB SPECIFIC REQUIREMENTS	
<ul style="list-style-type: none">- Write and speak clearly in all communications- Ability to multi-task and set priorities- To focus on and pay attention to little details- Ability to work as a team player and set the tone for others- Able to maintain a quick and consistent pace to complete daily work load	<ul style="list-style-type: none">- Good computer skills- Good phone skills- Weekends shifts are required- Holiday shifts are required- Follow detailed instructions
WORK EXPERIENCE REQUIREMENTS	
<ul style="list-style-type: none">- Team leadership skills are a plus- Work experience in the pet care industry	
EDUCATION REQUIREMENTS	
<ul style="list-style-type: none">- On the job training will be provided	