



## Receptionist

At Petz Prefurred, we believe dogs are more than just pets—they're family. Our mission is to provide exceptional, personalized care for every dog, with a focus on love, compassion, and safety. Our experienced handlers are dedicated to understanding each dog's unique personality and tailoring services to ensure they feel at home, whether they're here for a day of play, a grooming session, or an overnight stay. With a nurturing environment that prioritizes your dog's comfort, well-being, and security, we aim to build lasting memories and form lifelong bonds with both you and your beloved canine.

Petz Prefurred is hiring a part time/full time receptionist. A receptionist at a dog daycare and boarding facility serves in a dynamic role that blends customer service, administration, and animal care. They greet clients, manage appointments, handle inquiries, and build relationships with pet owners to ensure a positive experience. In addition to processing payments and maintaining records, they promote services and manage retail sales. They may also assist with animal care tasks such as monitoring pets' well-being. Coordination with staff, responding to emergencies, and maintaining a clean, organized environment are key to the role's success, ensuring that both pets and their owners feel cared for and valued.

### Key Responsibilities:

- Customer Service: Greet clients, handle inquiries, manage check-ins/outs, and provide information on services.
- Scheduling: Book, confirm, and adjust appointments for daycare, boarding, and grooming.
- Administration: Maintain pet records, process payments, and manage paperwork.
- Animal Care: Monitor pets' well-being and assist with minor tasks like feeding or baths.
- Sales: Promote additional services and manage retail sales.
- Communication: Coordinate with staff, handle emergencies, and relay important information to owners.
- Cleanliness: Keep the reception area tidy and assist with minor pet-related accidents.

### Position Requirements:

- High school diploma or equivalent.
- Excellent customer service skills
- Previous experience in customer service, administration, and animal care preferred.
- Strong communication, multitasking, organizational skills, and attention to detail.
- Comfort with handling dogs of all sizes and awareness of basic pet care.
- Familiarity with booking software (Gingr), payment systems, and basic office tools preferred.
- Friendly, compassionate, and able to remain calm under pressure, especially in emergency situations.

Petz Prefurred is an Equal Opportunity Employer (EOE). Qualified applications will receive consideration for employment.