



## NOW HIRING ASSISTANT MANAGER

### JOB DESCRIPTION

Joyful Acres is looking for an experienced, positive individual to help lead our team in providing the highest standard of pet care. This individual will work with the owners to oversee the day-to-day operations of the pet boarding business including but not limited to pet care and well being, customer care, record keeping and managing employees. The right candidate will have a love of animals (especially dogs), excellent leadership qualities and a desire to build long-term relationships with our clients and their pets. Must be reliable, self-motivated and able to work weekends and holidays. The assistant manager will also be required to work kennel shifts as required by the business. This position is full time (40 hours/week) and hours/days worked vary seasonally and depending on the facility's needs.

### JOB RESPONSIBILITIES

- Oversees the safety and comfort of dogs in our care.
- Works with the owners to oversee the maintenance and day to day operations of kennel
- Delegates daily tasks to staff. Monitors daily work flow to ensure that all tasks are completed.
- Communicates with clients to evaluate their needs via phone, email and in person. Communicates with clients any concerns about the health or behavior of their pet(s) in a kind, caring and informative manner.
- Greets clients and gets to know them and their dogs. Interacts with clients courteously, strong emphasis on excellent customer service.
- Ensures that the overall cleanliness of facility is held to the highest standard
- Demonstrates excellent leadership—resolving disputes with staff as well as clients in a constructive and respectful way. Elevates more challenging situations to owners.
- Sets an excellent example for staff, enforcing policies and procedures
- Follows specific feeding and medication guidelines and special care instructions.
- Makes recommendations regarding hiring of animal care staff. Trains and supervises staff in animal care, cleaning and bathing duties. Participates in operations as needed.
- Supports staff regarding dog behavior, health, customer issues, etc.
- Handles client accounts properly including recording of charges and collection of payment. Maintains detailed documentation on reservations, pet records and business needs.
- Schedules employees and anticipates coverage needs with fiscal responsibility.
- Creates and maintains filing systems, both electronic and physical,
- Oversees and/or assists with the care of farm animals.



## REQUIREMENTS

- Experience in the animal care/training/veterinary field required (2+ years)
- Supervisory experience strongly preferred (1+ years)
- High School diploma or equivalent. Some college or advanced training in related field preferred. (animal science, veterinary technology, business administration, etc).
- Ability to work independently and make sound decisions
- Ability to lift up to 50 pounds and handle dogs of all sizes (up to 150 lbs), the agility to move quickly, get up and down while working and playing with the dogs.

## REPORTS TO

Business Owners

## PAY/BENEFITS

\$36,000-\$40,000

2 weeks paid vacation, 3 personal days, sick leave (For more info go to [nj.gov/labor/earnedsick](http://nj.gov/labor/earnedsick))

Employee Discount on goods and services

Professional Development

## TO APPLY

Interested applicants can email a resume and 3 references to [signe@joyfulacres.net](mailto:signe@joyfulacres.net).