Camp Bow Wow® Lindenhurst – Front of House Counselor

Business Overview and Culture

Camp Bow Wow® is North America’s largest provider of pet care services through premier doggy day, overnight Camps, and training. When you bring your pup to Camp Bow Wow’s state of the art facilities you can be sure your pet is in the best hands!  Over 6,500,000 happy pets are served by Camp Bow Wow® values **P**remier, **E**xtraordinary Care, **T**otally Fun, **S**ervice Focused while achieving the vision of Happy Healthy Pets, Happy Healthy People! We are also committed to improving the quality of life for pets all over the world! Learn more about our charitable efforts by visiting [www.bowwowbuddies.com](http://www.bowwowbuddies.com).

Camp Bow Wow® Lindenhurstis an independently owned and operated Camp Bow Wow® franchise. If you receive an offer for this position, you will be an employee of Heisler Hounds, LLCand not Camp Bow Wow Franchising, Inc.

About the Job

The Front of House Counselor will assist with animal care, data entry, scheduling and confirming appointments / reservations, greeting all pet parents and dogs, maintaining Top Dog logs, selling baths / packages / trainings, administrative task of filing / client information / answering pet parent questions via phone and in person, cleaning, preparing dog meals and providing excellent customer service.

Primary Responsibilities

* Greeting all pet parents and dogs.
* Checking in and out dogs.
* Front desk administrative duties of data entry, computer maintenance, phone calls, filing and updating client information.
* Scheduling and confirming appointments and reservations.
* Promote and sell baths, day care and boarding packages.
* Cleaning throughout front and back areas.
* MAINTAINING A SAFE ENVIRONMENT!
* Provide excellent customer service.
* Be active and attentive to dogs and pet parents at all times.

Essential Skills

* Extremely energetic, outgoing, upbeat with a positive personality.
* Must be able to work at a fast pace, in a team environment, and have exceptional customer service skills!
* MUST LOVE DOGS - the noise, the hair, the messes the love, and the smiles!!!!!!!!

Requirements

* Must have a high school diploma or equivalent.
* At least 18 years or older.
* Be able to lift dog food and supplies.
* Constantly walk and/or stand entire shift.

Reporting

* Camp Manager

Availability

Hourly position. Must be able to work flexible schedule - Camps are open 7 days/week, 6:30am to 7:30pm, weekends and holidays are required but time off is permitted with advance notice.

Equal Opportunity Employer

Heisler Hounds, LLC is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.