Camp Bow Wow® *Cranberry, PA*– Camp Manager

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® *Cranberry, PA* is an independently owned and operated Camp Bow Wow® franchise. If you receive an offer for this position, you will be an employee of *La Bone Manor, LLC* and not Camp Bow Wow Franchising, Inc.

About the Job

The Camp Manager will be the face of Camp Bow Wow, lead a large team of employees, oversee daily operations of the camp, budget and inventory, safety, maintenance of facility and provide all necessary training when needed.

Primary Responsibilities

**Supervise, Train, and Schedule Camp Counselors:**

* Responsible for all hiring needs and employee separations
* Day-to-day scheduling of Camp Counselors and overall coverage
* Monitor attendance and tardiness of Camp Counselors. Assume responsibility to cover or find coverage of any uncovered shifts. Adjust scheduling needs as needed to budget labor percentage.
* Conduct performance reviews of Camp Counselors and provide on-going coaching and feedback
* Ensure that all Camp Counselors are properly trained and supervised
* Monitor all Camp Counselors’ Doggy First Aid and CPR Certifications
* Ensure all Camp Counselors understand and follow policies, procedures, and regulations
* Monitor opening and closing shift checklists
* Be a “hands-on Manager!” Camp Counselors work with you, not for you!
* Promote teamwork and fun at Camp Bow Wow

**Operations**:

* The Cabin Area – ensure a safe and clean environment (at all times) for campers, as well as employees
* Day Campers and Night Campers Checklist – continually update and monitor
* Cabin Cards – monitor information for proper feedings, medicine requirements and checkout dates
* Daily Medicine Checklists – monitor for proper dosage and insure all daily checklists are complete
* The Indoor and Outdoor Play Areas – ensure a safe and clean environment for campers, as well as employees
* The Front Desk Reception Area - ensure the proper functioning of all day camp and boarding operations, including reservations and nightly closeout functions. Follow all CBW policies and procedures
* Retail Area – ensure maintenance of lobby area and assist with inventory
* Financial responsibility for overall camp budget (supplies, personnel etc.)
* Laundry & Food Prep Area – insure maintenance of a clean and safe environment
* Break Room & Rest Room Area – ensure maintenance of a clean and safe environment
* Supplies – monitor and ensure adequate supply levels

**Other Duties:**

* Maintain interior and exterior of the property and all related issues
* Consult with the Owner on other events and action items
* Involved in internal and external marketing of CBW (i.e. off-site events, brochure/post card/letter design and printed content)

**Create and Instill “The Camp Bow Wow” Experience**

* “Doggy Interviews” - ensure the proper interview process for socially acceptable behavior in order to create a fun and safe experience for our Campers as well as our Camp Counselors
* Monitor vaccination records with each reservation and check-in and use reminder card
* Ensure boarding cards are filled in correctly with all pertinent information
* Ensure quality customer service – troubleshoot and problem-solve with a customer friendly attitude
* Follow through with all emergency procedures and insure Camp Counselors are trained in such
* Promote the “Premiere Experience”. We provide the spacious indoor/outdoor play areas and roomy cabins with cozy cots.
* Ensure that all the Camp Counselors provide the care and attention at a level that rivals any service in the industry!

Essential Skills

* 2 – 5 years’ management experience
* Extremely organized with high attention to detail
* Multi-tasker
* Highly motivated and enthusiastic about your work
* Passionate about great customer service and high-quality pet care
* Time Management and project management skills are critical
* Excellent verbal and written communication skills
* Experience with Customer Relationship Management (CRM) software

Requirements

* LOVE of Dogs!
* Excellent Customer Service
* Ability to Sell Services

Department

* Camp

Reporting

* Owner

Availability

Full time, exempt position. Must be able to work flexible schedule - Camps are open 7 days/week, so weekends and holidays are required but time off is permitted with advance notice. Available 5:30am to 7:30pm any day of the week. Attendance at evening and weekend events may be required occasionally. Business travel may be required occasionally

Equal Opportunity Employer

*La Bone Manor, 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.