Camp Bow Wow® Lexington East – 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® Lexington Eastis an independently owned and operated Camp Bow Wow® franchise. If you receive an offer for this position, you will be an employee ofCE Deeter Inc.and 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 and providing excellent customer service.

Primary Responsibilities

* Greeting all pet parents and dogs.
* Checking in and out dogs.
* Keeping the Booking Calendar up to date
* Front desk administrative duties of data entry, computer maintenance, phone calls, filing and updating client information.
* Scheduling and confirming appointments and reservations, including no-show interviews
* 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.
* Adhere to Front of House processes
* Assists with all dog interviews
* Signing for delivered boxes for Camp Bow Wow and making sure orders are correct when received
* Make sure all dogs have D-tail cards
* Make sure the red book is filled out

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!
* Ability to train new staff if needed
* 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, 5:30am to 7:30pm, weekends and holidays are required but time off is permitted with advance notice.

Equal Opportunity Employer

CE Deeter Inc. 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.