

LONGVIEW OFFICE MANAGER DUTIES

REQUIRMENTS:

- 1) **MUST** be able to work 8:30am – 4:30pm (on site lunch) Mon-Tues-Thurs-Fri and 9am to 4pm Saturdays.
- 2) You do get actual Holidays off but must work the days before & days after. (Ex: The office is CLOSED Christmas Day & the office manager is off but you do work on Christmas Eve and day after Christmas. **HOLIDAYS & SUMMER ARE THE BUSIEST TIMES AT A BOARDING FACILITY. THAT IS WHEN YOU ARE NEEDED THE MOST AND CANNOT TAKE VACATIONS OR LONG PERIODS OFF.**)
- 3) The job description is Kennel Office Manager but you are really a “jack of all trades”.
- 4) MUST like and be good with all pets and not afraid of any animals.
- 5) You MUST also be good with customers (people). Often you have to deal with “difficult” owners who either want to tell you how to do your job, “baby” their pets, or constantly ask for discounts or unreasonable duties. You have to be able to diffuse difficult situations and have a HAPPY demeanor with all customers.
- 6) Experience in the pet industry (Other kennels, Vets, rescues, pet sitting) is a big plus. All references will be checked.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- 1) Taking customer phone calls to schedule pets for boarding & grooming. Informing new customers of all policies & procedures of Longview.
- 2) Doing Interviews of new dogs for boarding.
- 3) Putting reservations in the computer & on date books provided.
- 4) Checking pets in & out for boarding & grooming. Reviewing vaccination records & receiving payments for services rendered.
- 5) Filing of boarding & grooming cards and producing all charts/worksheets required for job.
- 6) Medicating, feeding, and watering the dogs & cats.
- 7) Holding dogs for the groomer (often to prevent biting), helping the groomer lift large dogs into the tubs and walking dogs all over property.
- 8) Cleaning runs daily when they” potty” inside. Sweeping & moping of runs. Letting dogs in & out of runs multiple times during the day. Launder dirty bedding.
- 9) Pet/play with dogs & cats. **NOTICE SIGNS OF DISTRESS OR INJURY AND REPORT TO OWNERS.** Help dogs with socialization. General care & safety of pets comes first.
- 10) Possibly bathe dogs & cats.

All of these duties can/will be taught but a general knowledge of animals is best. You must be self-motivated to work hard and take initiative in performing the needed duties. **If after reading this and accepting all of these terms, you feel positive about working at Longview**, please fill out the job specific application and leave a resume. WE WILL contact you, if we wish to further the interview process for the position. Thank you for taking the time to inquire about this job.