

Pooches Paradise LLC

7200 Wyandotte, Kansas City, MO 64114

Front Desk Concierge - Full Time

Pooches Paradise Doggie Daycare and Resort in Waldo (Kansas City) is seeking a full-time (30-40 hours) Front Desk Concierge to join the Pooches Pack. The Pack member's essential duties include the following; however other duties may be assigned.

1. Following the direction of the front lobby manager and trainer.
2. Maintaining guest records through contact with clients and veterinarians
3. Open and close lobby.
4. Maintaining the cleanliness of the Front Lobby, Grooming Room and Front Bathroom.
5. Assist with creative planning, assembly and design of gift baskets, representing Pooches Paradise at outside of facility events.
6. Answer phones and help clients with reservations and general information.
7. Understand the operation of a computer system and learn our kennel management software.
8. Produce daily reports required by the staff.
9. Be able to safely handle dog sizes ranging from 2lbs to 175lbs on leash, and walk a total trip distance (multiple round trips) of approximately 2.0 miles per day from the front lobby to the back at a quick pace. Good for exercise.
10. Check guests in, verifying all requirements are complete, signed and in file.
11. Be detail oriented in the collection, understanding, notation, recording and communication of client special instructions for check-ins, boarding and check-outs.
12. Quickly and efficiently communicate canine guest information to clients relating to their health, habits, play style, or general information relayed from the kennel staff.
13. Advise kennel staff of client instructions on kennel software and verbally of any "Special Needs" for guests or clients.
14. Billing and collection of client balances.
15. Balance cash drawer at end of shift or end of day.

16. Make reminder, confirmation and follow-up calls on clients.
17. Up-sell clients to additional services and retail items. Have a solid and thorough understanding of Pooches Paradise boarding, daycare, grooming, and training services.
18. Maintain equipment and tools in good repair and store in designated places.
19. Report inventory needs on "wish" list.
20. Give facility tours, within 2 weeks of hire.
21. Complete assigned chores from weekly, bi-weekly and monthly lists (as applicable).

As the Front Desk Concierge, you are the ambassador and sales person of the business, so a love of talking to people and their pets is required. The Pack member would be needed for 3-6 shifts per week, in the beginning these shift would vary from week to week. Applicants must have flexibility to work the AM shift, & PM shift throughout the week and weekend & Holiday work is required. AM weekday shifts are Monday - Friday 6:30am - 1:00 pm. PM weekday shifts are Monday - Friday 12:30pm to 7:15pm. Weekend shifts are Saturday and Sunday 7:00 am - 11:00 am and 2:00pm - 6:30 pm.

- Receptionist experience with a veterinary clinic, pet services, or other general pet experience is helpful.
- Provide references when called in for an interview

If you love animals and have skills that you think we need, please e-mail us at Joe@PoochesParadise.com and include your resume. You may also stop by our location to fill out an application and drop off a resume. No phone calls please. This is a permanent position not open for "summer only" candidates.