

### **Front Desk Customer Service Representative**

Do you love dogs? Are you passionate about caring for canines and learning about their behavior? Then join the team at Tail Gate for Dogs as a full-time **Front Desk Customer Service Representative!** Located in Elmhurst, Tail Gate for Dogs is the area's premier daycare, boarding, grooming and training facility. We are looking for reliable, outgoing, upbeat individuals with a positive attitude to help further the mission that the company was founded on: That dogs are not just animals, but special creatures who deserve the kindness, love and gentle treatment we as humans owe each other.

The **Front Desk Customer Service Representative** is assigned the following essential duties and responsibilities:

- Serve as a liaison among Tail Gate, its clients, and staff.
- Provide professional, friendly and compassionate service to all clients and staff in person, by phone, through email, on 2-way radio or via social media.
- Set expectations with clients regarding services provided by Tail Gate including but not limited to the intake paperwork process and payment for services, as needed.
- Accurately and thoroughly enter all intake information using our kennel management software.
- Obtain verification that all vaccinations are up to date for all dogs entering the Tail Gate Facility.
- Check dogs into and out of daycare, boarding, grooming and training.
- Maintain all client information.
- Collect payment and processing orders/ cash, check and credit transaction processing.
- Maintain social media accounts.
- Attend/work industry events, as assigned.
- Cleaning duties as assigned.
- Other duties that may be assigned by the managers.

### **Job Requirements and Qualifications**

- Previous front desk or administrative experience preferred but not required.
- Flexibility to work both morning and afternoon with 2 split shifts per week.
- Strong customer service skills.
- Strong organizational skills with attention to detail.
- Ability to communicate in a clear, concise and professional manner.
- Must read, write and verbally communicate in English.
- Ability to work autonomously as well as part of a team in a fast-paced environment.
- Ability to multi-task and prioritize.
- Must be reliable, punctual and flexible.
- Ability to communicate effectively and respond professionally in high stress and/or emergency situations.

### **Physical Demands and Work Environment**

*The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ability to fulfill office activities including but not limited to sitting for extended periods of time to perform computer work, participate in filing activity, lifting, and carrying office supplies.
- Ability to bend, stoop, kneel and reach overhead frequently.
- Frequently required to stand and walk to move about the facility.

- Maintain proximity to all canine breeds for extended periods of time while tolerating loud noises, canine waste sights and smells (ear protection provided).
- Travel may be required when attending industry events.

**Employee Benefits (full-time only)**

- Medical and Dental Insurance
- Company Paid Life Insurance
- Paid Time Off and Holiday Pay
- Simple IRA retirement savings plan including company match.
- Discounted daycare rates for employee dogs.