



<https://www.dogizone.com/careers/8785/>

## Customer Service Manager

### Description

This leadership position is to lead a high performing team to implement and execute a specific plan to achieve the revenue and profits required by the Owner. In addition, maintaining the company's standard of excellence for customer service, employee satisfaction and driving financial results. The Manager is responsible for coaching, managing and training any employee in the company who interacts with clients. All client related issues come directly to this position to ensure that all appropriate actions are taken in order to resolve the issue and deliver a wow customer service experience.

### Responsibilities

- Act in a support role to department to fill a position when needed
- Review call reports to reduce the number of lost opportunities
- Listen to phone calls to confirm proper handling of the calls
- Coach, manage and train Reservation Specialists as well as Receptionists
- Review client files to ensure the accuracy and completion of all necessary data input
- Monitor and update client balances as well prepaid service balances and ensure that clients are notified appropriately
- Meet with each reservation specialist on a weekly basis to review their progress and benchmarks. This also serves as a coaching opportunity
- Ensure that the database is kept accurate and up to date so that clients receive the appropriate communications
- Ensure completion of day in and day out activities for lodging guests
- Facilitate and manage outbound calling to leads and past clients
- Manage membership program and make sure that each client is receiving benefits
- Work with marketing department to staff internal and off-site events with qualified team members
- Provide training to the company on how to properly provide tours using our proprietary tour script
- Read and respond to every customer service survey and review on platforms used
- Audit tickets for accuracy and coach, manage or train appropriate team members
- Communicate procedures and pertinent information to staff through email, verbal conversations and department meetings
- Hold weekly team meetings to assess what is going well, what issues need to be solved or prevented; In addition, attend and participate in management staff meetings
- Develop and maintain the monthly staffing schedule with a minimum of unapproved overtime
  - Review and revise, as needed, assign duties and responsibilities of each team member and the daily schedule
- Ensure adherence to DogiZone's Program policies and procedures, including:
  - Periodically review and update as needed all sales material, scripts,

### Employment Type

Full-Time

### Industry

Pet Care

### Job Location

501 E. Gude Dr., 20850, Rockville, MD

### Working Hours

40+ hour work weeks

### Date posted

December 10, 2018

- and customer service/sales systems & procedures
- Uphold all personnel policies as outlined in the Employee Handbook, addendums or memos
- Monitor staff for adherence to policies and procedures, and counsel as appropriate
- Report any ill or injured pets to the Pet Care Team and Customer Service Manager immediately; take appropriate steps to manage any pet's illness or injury (follow procedures for treatment, notification of owner, and documentation)
- Perform (or appoint appropriate staff to perform) administrative duties, including, but not limited to:
  - Talk with potential daycare clients about the program, respond to daycare e-mail, schedule Social Evaluations and review Social Evaluation applications for any concerns
  - Order supplies and equipment (with management approval)
  - Prepare client correspondence as needed
  - Develop and/or update as needed daily checklists and job responsibilities
- Work with team, develop, propose and implement programs and fun activities for daycare pets and owners
- Manage daily operations, including:
  - Monitor reservation specialist performance (staying on script, handling objections, closing sales and tracking number) and adherence to dress code and other policies
  - Coach, manage and train on all NON sold opportunities
  - Manage attendance and tardiness issues; enforce progressive discipline policy for chronic offenders
  - Conduct daily walk-throughs to ensure facility is in tour ready condition
- Communicate with owners about all ill or injured pets, including actions taken and planned follow-up
- Manage Pet Care Warranty and ensure proper administration
- Transporting any pets to veterinarian when warranted or driver is not available
- Conduct regular inspections of reception to ensure a clean, safe, efficient experience
- Addressing any problems to Owner to acquire contractor to fix problems
- Create and manage the department schedule to ensure proper staffing ratios
- Anticipate future hiring needs of the team. Assist in recruiting, hiring and training staff qualified team members
- Attend and participate in training programs, events and seminars relevant to managers
- Send End of day report to owner of the company highlighting wins and losses for the day
- Continually seek ways to improve operations;
  - Improve the quality of pet care
  - Reduce the costs of operation while maintaining the highest quality pet care
  - Seek ways to add new services for improved revenue
- Update Company Scoreboard and KPI Reports
- Optimize the lodging schedule to increase bookings and maximize capacity
- If necessary, assist with appropriate documentation and termination of employees
- Manage the performance of department staff, including coaching, ongoing training and periodic performance evaluations; serve as a role model other employees to follow

- Regularly create and monitor company contests
- Assist other departments within organization to prepare manuals, technical and marketing publications
- Random quality assurance checks to ensure consistent delivery of WOW Service
- Assist with special projects as needed

## **Qualifications**

- A passion for animals and animal care, especially dogs
- One to two years experience in a professional pet care environment
- Prior management or supervisory experience
- Knowledge and understanding of dogs, dog behavior, individual breed characteristics and pack dynamics
- Physically able to secure and handle large dogs and to perform required maintenance and cleaning tasks
- Strong customer service skills, ability to articulately discuss pet care issues with clients
- Strong and effective interpersonal and relationship development skills
- Cheerful, friendly, positive and team-oriented attitude
- Attention to detail
- Reliability, punctuality, and dependable attendance
- Ability to quickly learn individual dogs and their personalities and quirks

## **Job Benefits**

- Health Insurance
- Potential for growth and personal development
- 401K plans
- Innovative Company that leads in our marketplace
- Paid birthdays
- Great team atmosphere
- Competitive pay PLUS commission / bonuses
- Paid training and on-boarding

## **Contacts**

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