



<https://www.dogizone.com/careers/general-manager/>

General Manager

Description

The General Manager is responsible for overseeing and coordinating all facility operations including lodging, doggie daycare, training, grooming and customer service. The position supervises each department identified above as well and reports to the owner of the company. This position requires an experienced individual whose goals include:

- A strong extraordinary sales force.
- A superior experience for all pets and clients who utilize our
- A stable, well-trained, competent and motivated
- A well-maintained and high quality
- Consistently profitable in all departments.
- Appropriate use of resources to effectively manage the facility, balancing superior quality with cost effective and efficient staffing and use of other

Responsibilities

- Direct all operations of the lodging, doggie daycare, training, grooming, and customer service departments. Ensure the highest quality of performance and care for each pet visitor. Ensure the highest level of customer relations skills and client satisfaction.
- Mentor and develop department managers and team leaders.
- Manage the company's human resources, including interviewing, hiring, and supervision.
- Supervise and direct employee training and certification
- Develop and implement changes/updates to the Operations Manual.
- Assist the daily lodging, daycare and customer service operations when necessary
- Recommend/consult with President on changes/updates to Employee Handbook and Customer Policies.
- Develop, implement and document an effective Employee Safety Program
- In conjunction with owner, assist with marketing, advertising, public relations and client communications

Qualifications

Desired Qualifications

- 2-4 years customer service experience.
- Experience in a pet resort/hospital setting in positions of increased responsibility a plus
- Minimum of 3 to 5 years' experience Manager.
- Strong background and understanding of dog and cat behavior, especially pack dynamics.
- Solid understanding of canine breed
- Experience managing aggressive dogs, geriatric pets, and ill/injured
- Physically able to secure large dogs and safely handle aggressive

Employment Type

Full-Time

Job Location

Rockville

Date posted

January 5, 2019

- Physically able to perform a Pet Care Technician's
- PCSA or other pet care education/certification
- Undergraduate
- Superior customer service
- Experience writing business policies and
- Experience developing financial goals and managing a department budget.
- Effective human resources management
- Effective record-keeping and communications
- Flexible schedule including early mornings, late evenings, weekends and holidays.
- Ability to be accessible 24/7 via phone, text and/or e-mail.

Job Benefits

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