



## **FRONT DESK ASSOCIATE JOB POSTING (full and part-time positions)**

Happy Tails Pet Resort and Spa is an upscale full-service dog and cat pet care facility. We are committed to providing a safe, clean and fun environment for our employees and the pets in our care.

Come grow with us!

Happy Tails Pet Resort and Spa is seeking an energetic, conscientious and motivated employee to be responsible for the customer experience at our resort!

### **As a Front Desk Associate, you will:**

- Follow the check in/check out procedures for all guests visiting the resort for any service provided by the resort including cashier duties.
- Answer all incoming phone calls, facsimile messages, make and confirm reservations, send welcome emails.
- Utilize the applicable software systems.
- Restock, organize, and dust shelves in our retail boutique.
- Share facility cleaning maintenance tasks with other staff members.
- Other duties as may be assigned.

If you have the following, we just may have the perfect position for you!

- Excellent customer service and organizational skills including professional and polished phone etiquette
- Strong organizational, cash management, and sales skills
- Professional appearance in compliance with dress code
- Confident and energetic personality
- Proficiency with computer systems (Microsoft Office) and reservations software.
- Experienced and able to handle a variety of animals safely and comfortably (no exceptions).
- Reliable and flexible to Resort schedule needs including weekends and holidays as these are our busiest times.
- Strong ability to prioritize and multi-task; work with minimal supervision



Apply with us for the opportunity to work with wagging tails and purring cats!!!

Happy Tails Pet Resort and Spa is an Equal Opportunity Employer.

Please complete and submit our Application for Employment or your Resume and email to the following address, no phone calls please.

[customerservice@happytailsvermont.com](mailto:customerservice@happytailsvermont.com)