



6451 Hannegan Road, Lynden, WA 98264
(F) 360-306-5937
(E) rsoprivate@outlook.com
roverstayover.net

Rover Stay Over is a drug-free workplace.

JOB: Weekend customer care/front desk specialist

WAGE: \$11.50 per hour, or DOE for applicants with customer service/front desk experience

HOURS/SCHEDULE:

- Shifts are Saturdays, from 7 a.m. to 6:30 p.m., and a split shift on Sundays, from 8 to 11 a.m. and 3 to 6:30 p.m.
- **This is not a seasonal short-term job.** Applicants must be dog lovers who want to be part of our team for an extended period.
- Sorry, we do not have any openings for internships, or after-school only schedules now.
- Our busiest times are during holidays (while the rest of the world is on vacation/spending time with their families). Rover employees are often required to work shifts during major holidays including Thanksgiving and Christmas.

SUMMARY:

The weekend customer care/front desk specialist at Rover Stay Over provides top-notch, friendly service to our customers while checking pets in and out of our rural resort for dogs.

TASKS:

- Answer phone and email inquiries in a friendly manner.
- Schedule overnight accommodation and day stay visits for dogs.
- Schedule grooming salon appointments for dogs.
- Greet customers and interact in a friendly manner—every time!
- Accept and document payments; credit card processing.
- Daily reporting/reconcile accounts receivable.
- Communicate with co-workers in person and via walkie-talkie system.
- Occasionally help transition dogs to and from check-in/grooming areas.
- Keep office area clean and tidy.
- Lock/unlock the dog resort as needed.
- Other tasks as directed by dog resort manager or Rover owners.

QUALIFICATIONS:

- Experience with customer service required. Experience working or volunteering in a vet clinic or boarding facility desired.
- Must have a true affection for all kinds of dogs including puppies, elderly and ill/injured.
- A positive, friendly, can-do attitude is required; able to work together as a team.
- Flexible availability.
- Reliability – as a small business we will be counting on you to be here on your scheduled days; must have reliable transportation.

- Ability to follow directions, work without supervision, multi-task, and change gears quickly.
- Knowledge of computer (scheduling software, email, data entry).
- As a drug-free workplace, drug testing is required.
- All staff are required to sign a non-compete agreement and Rover's social media policy.
- Able to safely lift at least 50 pounds (often wiggly).

WORKING CONDITIONS, TOOLS, AND EQUIPMENT:

It can be noisy around kennel spaces at Rover Stay Over. Tasks assigned can involve kneeling, crawling, bending, pulling, and lifting. If you apply, you should be physically able to handle these demands and others. Work areas can be slippery, so caution needs to be taken when moving around the facility.

APPLICATION PROCESS:

No phone calls please. Email (rsoprivate@outlook.com) or fax (360-306-5937) your resume and a cover letter to Rover Stay Over ASAP. Position open until filled.