PET SHOP ATTENDANT

Job Description:

**Pet Shop Attendants** are involved in the daily needs of a pet store. They sell pet supplies including food, medicine, toys, carriers, and educational books and videos. They work with customers, answering questions and offering animal care advice. They keep the store, aquariums, and animal cages clean, and look after the health of the pets for sale. They also stock shelves, maintain animals and their cages. Workers of pet stores are responsible for managing all day-to-day duties that ensure the smooth operation of a pet store. They may work for a standalone shop or a store that's part of a larger chain of locations. Pet shop attendants at large corporate chains can progress to higher regional positions within the organization such as district worker or director.

Job Responsibilities:

* Maintain the store shelves keeping them properly stocked
* Clean and maintain aquariums, ensuring they are at the correct temperatures and contain the correct species of fish
* Maintain and clean animal cages, keeping the proper types of animals and the proper number of animals for the cage size
* Monitor the health of the animals and report any changes to management
* Treat all animals humanely
* Manage customer calls
* Address customer concerns
* Direct customers to products and services
* Provide customers information on products and services
* Be friendly and helpful
* Resolve questions and service issues for customers in person, via phone, email and text
* Accurately document customer interactions
* Provide necessary information to a customer
* Know when to seek higher level assistance for a customer issue
* Resolve all inbound and outbound support requests per established guidelines
* Identify and act as a company ambassador at all times
* Focus on the needs of the customer
* Serves customers by providing product and service information and resolving product and service problems.
* Be aware of company promotions and coupons
* Attract potential customers by answering product and service questions and suggesting information about other products and services.
* Open customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer’s complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed
* Gain and maintain knowledge of the company’s products and services offered
* Processes customer payments through a POS software program and merchant service device

Job Qualifications:

* High school diploma
* Associates in hospitality or related field required
* Experience working with animals
* Experience as a pet shop attendant

Opportunities as a pet shop attendant are available for applicants without experience in which more than one pet shop attendant is needed in an area such that an experienced pet shop attendant will be present to mentor.

Job Skills Required:

* Love for animals
* Ability to multi-task and prioritize work
* Attention to detail and problem solving skills
* Resourcefulness and ability to problem solve
* Outstanding communication and interpersonal skills
* Ability to not take customer issues personally
* Good listening skills