



## Daycare and Boarding Supervisor

2024

Reports to: Assistant Manager

Classification: Hourly

At Champ's we create an environment where clients, team members and our Champions can come together. To achieve this, we strive to have an effective, helpful and encouraging culture. We pride ourselves on having a team that is energetic, positive and ready to serve our clients, each other and of course our Champions! All members of our team, regardless of position, need to love working with people just as much as they do pets.

Champ's has three South Jersey locations, multiple services, and a product line centered around bones. All of our products and services are centered around providing outlets for dogs to live a more robust life in harmony with what is biologically fulfilling for them.

### **Position Summary**

- Leads, directs, and assists BOH and Yard team
- Oversees BOH Operations
- Trains new team members on Feeding, Rotations, Medication Administration and Cleaning

### **Duties/Responsibilities**

- Reports to Assistant regarding daily tasks and weekly projects
- Communicates between FOH and BOH any dogs of concern, medical or behavioral
- Responsible for energy management and rotations ensuring that dogs are properly taking breaks
- Ensuring feeding and medication administration is done correctly without error
- Ensuring that the team on duty is completing feeding reports
- Assisting with lodging to ensure dogs are in proper places
- Ensuring the team closes the facility appropriately and maintains cleanliness standards
- Create BOH/Yard Schedules 30 days in advance
- Assist with Behavior Action Plans and follow through with Yard Supervisor and Team
- Responsible for Callouts/Coverage
- Follows up with boarding and daycare dogs, issues, and concerns and reports them to management
- Submits bi-monthly progress reports to leadership
- Participates in leadership training
- Cover callouts to BOH/Yard team
- Embodies and sets a positive example of Champ's culture
- Adjusts schedules accordingly to business needs

### **Qualifications/Skills Required**

- Trained in Customer Service
- Minimum 1 year kennel/boarding/doggy daycare experience
- Knowledge of POS systems and Kennel Software
- Self-driven with the ability to prioritize and make sound decisions with urgency and accuracy.
- Exceptional verbal, writing, listening, and communication skills.
- Extensive problem-solving experience.
- Exceptional ability to build rapport.
- Ability to negotiate stressful situations.

- Skill in managing conflict, accepting critique and providing feedback.
- Collaborative team player with the ability to work and cooperate with clients, vendors, co-workers, and fellow employees.
- Endurance, this can be a mentally and physically tiring job
- Confident, natural body posture
- Professional, dependable, principled, honest, and caring with an exceptional work ethic.
- Cooperative in fulfilling all obligations.
- Ability to motivate team members to perform their duties effectively, and be team players.
- Aptitude, flexibility and willingness to grow as the company expands and changes.

**Physical Demands**

- Ability to stand for long periods of time.
- Ability to sit for long periods of time.
- Ability to frequently lift and carry 30 pounds.
- Ability to perform repetitive hand movements for long periods of time.

**Company Policy/Procedure Compliance**

- Follows all company policies and procedures as well as all local, state and federal laws concerning employment.

This Job Description is not intended to be all-inclusive. Employee may perform other related duties as needed to meet the ongoing needs of the organization.

**I have read and understand the responsibilities and requirements of the Daycare and Boarding Supervisor position. By signing this job description, I agree that I have the knowledge, skills, and experience for success and can perform the tasks required for the position.**

**Employee Name (Print Please)** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_