

**Job Title:** Daycare Manager  
**Department:** Pet Direct Care  
**Supervisor:**  
**FLSA Status:**

The Daycare Manager will be responsible for creating an atmosphere of collaboration and support for staff, clients, and pets that attend the facility.

**Essential Duties and Responsibilities:**

- Ensures exceptional customer service, through personal contact with customers, associate training, resolution of customer complaints, and delivery of services.
- Collaborate with Support Staff on a regular basis (Operations, Human Resources, Marketing, Facilities, Legal, etc.)
- Ensure the cohesiveness of all aspects of pet care services and cross training where necessary.
- Manages all staff at center: recruits, hires, motivates, trains, promotes, counsels, and terminates when necessary
- Oversees the scheduling of staff for work assignments, allowing staff to provide outstanding service while managing to a set budget.
- Manages center payroll and ensures that payroll is approved in a timely manner
- Works with Human Resources to ensure center compliance with federal and local labor laws: OSHA, EEOC, ADA, Fair Labor Practices.
- Ensures safety of all employees by conducting safety training, enforcing of safe-handling rules, and complying with all safety related policies.
- Prepares and delivers annual performance reviews to team members on a timely basis.
- Monitors and responds to the needs of pet guests to ensure their safety, security, and comfort.
- Resolve all customer and staff complaints.
- Actively manages center's social media accounts through weekly postings and replying to customer comments.
- Creates, implements, and executes on local marketing programs to acquire new customers and grow sales.
- Attends community events and partners with local businesses to promote services.
- Maintains appropriate inventory of supplies; reorders and restocks as necessary.
- Monitors and manages all computer systems located in the center.
- Addresses all center maintenance needs to maintain a safe, comfortable environment for pet guests and associates.
- Utilizes financial reports and statistics.
- Responsible for cash management, including accepting cash, check, and credit card payments for services; and for end-of-day cash drawer balance.
- Ensures that bank deposits are completed as needed.
- Promotes and markets programs and services in the surrounding community.
- All other duties as assigned

**Supervisory Responsibilities:** Yes

**Qualification Requirements:** To perform the job successfully, employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Language Skills: The employee must have the ability to read and comprehend instructions, short correspondence, and memos. The ability to communicate and correspond both orally and in writing effectively with vendors and staff as required.

Mathematical Skills: The employee must be able to add, subtract, multiply, and divide in all units of measure, using whole numbers.

Other Skills and Abilities: Ability to develop effective working relationships with staff, superiors, and clients. Proficiency with Microsoft applications desired. Ability to perform duties with a high level of detail and accuracy.

- Education and Experience: BS/BA Degree in animal care/business, or other related area preferred, former supervisory experience required, high school diploma or GED required;

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to traverse/move around the grounds, office, and facility and remain in a stationary position while working on a computer for extended periods of time. Specific vision abilities required by this job include close vision, distance and peripheral.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The office noise level is average, dogs can be heard barking. Machines such as copiers, fax, and other computer equipment is housed throughout the office. Time is required outdoors to work with and supervise pets and staff, the employee will need to move/traverse from one building to another in varying weather conditions as needed. Noise levels might be high if working in the kennel areas.

The information contained in the job description is for compliance with the Americans with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their immediate report.**

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**ACKNOWLEDGED: Employee Signature**

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**Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Employer Signature**

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**Date**