



*“Our mission is to provide a complete package of services to build the relationship between dog and owner by giving dogs the best quality of life possible with the most freedom and exercise.”*

**JOB TITLE:** Operations Manager

**JOB LEVEL:** 24

**REPORTS TO:** General and Team Managers

**JOB SUMMARY:**

The Operations Manager is a versatile management role designed to support Fetchers in the day to day aspects of the business. This professional manages the overall daily operations of the location, models a teamwork attitude and culture, and assists the location manager where needed. This position will collaborate with Fetcher’s team members, and customers as the day to day leader responsible for the daily success and flow of the business.

**ESSENTIAL DUTIES & RESPONSIBILITIES** include the following:

**Leadership:** Fulfills the Fetcher’s mission by building a culture of teamwork and professional excellence to serve customers, resolving minor issues and collecting info and delegating larger issues to the General and Team Manager. Sets a positive and constructive tone and work pace for the location. Mitigates any negativity within the work environment. Works with management to identify structured and informal tactics to create a family like culture at Fetchers with a focus on bringing operational efficiency strategies to the management team for implementation.

**Team Management:** Displays professional communication, maturity, grace, and a positive attitude daily to build everyone up around the business. Serves others regardless of position. Is a professional servant leader to all around them. Teaching by doing. Helping others all the time with task execution.

**Operations Execution:** Executes the delivery of exceptional services provided by Fetchers based on the Standard Operating Procedure plan in place. This includes all operational functions from managing the staff schedule, opening and closing the facility, reservations, owner/dog profile management, customer service, communication between everyone, and presenting larger issues to the management team. Helping train and show other team members learn their roles and how to do them effectively. Management of cleaning the facility and delegating cleaning tasks to other team members

**Financial Accountability:** Oversees the daily business transactions and accounting to ensure accurate charges. Reviews all refunds/credits with General Manager. Handling cash and other forms of payment.



**Customer Service:** Ensures outstanding customer service is delivered to and verified by Fetcher’s customers. This important construct will be tracked and managed on a quantitative basis with customer reviews and survey tools.

**Innovation:** Presenting new ideas and thoughts to the Management team for continual improvement in any category.

**Other Duties as Assigned:** To respond with flexibility to the needs of the business – both internally and externally – by addressing important tasks when observed or requested by Team Manager, General Manager, or Owners.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Planning (daily operations)
- ✓ Organization (daily operations)
- ✓ Administration (phone calls, Gingr software)
- ✓ Operations management (execution of daily plan)
- ✓ Employee management (demonstrating a positive culture and attitude)
- ✓ Coaching and Training (new hires and encouragement of all)
- ✓ Performance management (reporting to location manager successes and failures)
- ✓ Scheduling (attendance and timeliness, scheduling conflicts)
- ✓ Reporting (larger issues, emergency issues, to location manager)
- ✓ Communications (professional and caring internally and externally)
- ✓ Conflict resolution (determine if issue can be resolved independently or delegate to location manager)

**EDUCATION AND/OR EXPERIENCE:**

- ✓ Canine or large animal experience preferable
- ✓ Experience in successfully and consistently implementing Shared Values



### PHYSICAL DEMANDS:

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.

- ✓ Lift 50 lbs.
- ✓ Vocal capacity to yell commands to canines when necessary
- ✓ Standing and walking for considerable periods of time
- ✓ Working outdoors during all seasons
- ✓ Ability to move quickly

### WORK ENVIRONMENT:

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

- ✓ Behaviors, odors, and nuances corresponding with canines
- ✓ Frequent interaction with dogs
- ✓ Frequent interaction with customers and other team members
- ✓ Working indoors and outdoors
- ✓ Occasional loud environments

### SAFETY/PERSONAL PROTECTIVE EQUIPMENT (PPE):

Adhere to company safety policy / practices and standard operating procedure.

### MISSION AND VALUES

#### Living our Mission (why we exist)

“Our mission is to provide a complete package of services to build the relationship between dog and owner by giving dogs the best quality of life possible with the most freedom and exercise.”

#### Living our Shared Values (how we conduct ourselves)

Shared values define “how we go about our work together”. At Fetchers we have unique values that define our culture of performance and service to customers.

**Fetchers Values Preamble:** As a company our business practices will be characterized by an abiding respect for appropriately applied business principles. We understand this to mean that our activities will be conducted in a manner that is legal, ethical, moral and healthy to our physical and spiritual life of every team member, customer, supplier and competitor.

**Honesty:** We will communicate clearly and respectfully among team members which will make each person's daily tasks easier. We speak truth to dog owners regarding their dogs’ positive or negative attributes and will help their dog reach its full potential and build trust between owners and Fetchers team.



**Teamwork:** We spend much of our lives in the workplace. Genuine caring, friendship, fun and camaraderie are valued parts of the Fetchers culture. We value relationships and will demonstrate respect for each other as we serve and perform as a team.

**Humility:** We will exhibit authentic caring attitudes and a willingness to go above and beyond for others without an expectation of reciprocity. We will be quick to acknowledge team successes and point out the accomplishments of other team members. Each team member is important and valued.

**Initiative:** Service is the core of our business and we pursue excellence in this area. We value initiative, hard work and commitment. We continually apply operational improvements and learning that will improve the Fetchers brand promise for our customers.

**Professionalism:** We employ highly competent team members and encourage continual learning to keep pace with changes in our business, practices, job responsibilities and services that we offer. We expect emotional intelligence in our team members to deal with situations that will naturally arise as we interact with people in our business.

**CONFIDENTIAL INFORMATION:**

The team member in this position may have access to various reports and records which may be considered customer or Fetcher’s confidential. None of this confidential material or information may be disclosed in any form outside of the Company by the employee either during or after employment with Fetchers.

**NOTE:**

Changes in this job description may occur at any time. This job description is not to be considered or construed to be a contract of employment.