



“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: Team Manager

JOB LEVEL: 24/25

REPORTS TO: General Manager

JOB SUMMARY:

The Team Manager is a versatile management role designed to support Fetchers in all aspects of the business. This professional manages the overall operations of the location, provides team management, and assists the General Manager with business growth support. This position will collaborate and build relationships with Fetcher’s team members, customers and suppliers as one of the primary leaders of the business with a specific focus on team member career development.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following:

Leadership: Fulfills the Fetcher’s mission by building a culture of teamwork and professional excellence to serve customers, resolve issues, mentor team members, and operate as a seasoned manager who demonstrates professionalism and breathes positivity at every moment. Sets a positive and constructive tone and work pace for the location. Effectively resolves various issues in a manner that minimizes business disruption, General Manager involvement, and negativity from any source. Works with owner and general manager to apply structured and informal tactics to create a family like and career driven culture at Fetchers.

Team Management: Recruits and manages team members to fulfill operational needs. Oversees performance management for all team members which includes onboarding employees, training, individual goal setting, daily coaching, annual performance reviews, and corrective action if necessary. Works with the General Manager and Owner on payroll budgeting.

Operations: Guides the delivery of exceptional services provided by Fetchers. This includes all operational functions from scheduling personnel, opening and closing the facility, registrations, dog management services, customer service, communications, supplier relationships, and resolving issues.

Financial Accountability: Oversees the daily business transactions and accounting to ensure accurate and timely invoicing, collections, deposits, disbursements and reporting of funds. Manages supplies, payroll, promotions, and advertising.



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. Resolves customer issues with professionalism, fairness, and financial discernment.

Innovation: Continually assesses business strengths, weaknesses, and opportunities with a mind-set of improving the overall Fetcher’s offering for the community. Works with ownership and General Manager to make adjustments to services, facilities, pricing, and new investments to expand and enhance Fetcher’s market position with a specific focus on team and career mentorship and development.

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 owners or General Manager.

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
- ✓ Organization
- ✓ Administration
- ✓ Operations management
- ✓ Event management
- ✓ Employee management
- ✓ Coaching and Training
- ✓ Performance management
- ✓ Recruiting
- ✓ Scheduling
- ✓ Reporting
- ✓ Communications (Interpersonal – internal and external)
- ✓ Conflict resolution

EDUCATION AND/OR EXPERIENCE:

- ✓ Business or Operations Management
- ✓ Employee management
- ✓ Canine experience
- ✓ Two or Four Year degree desirable
- ✓ 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.