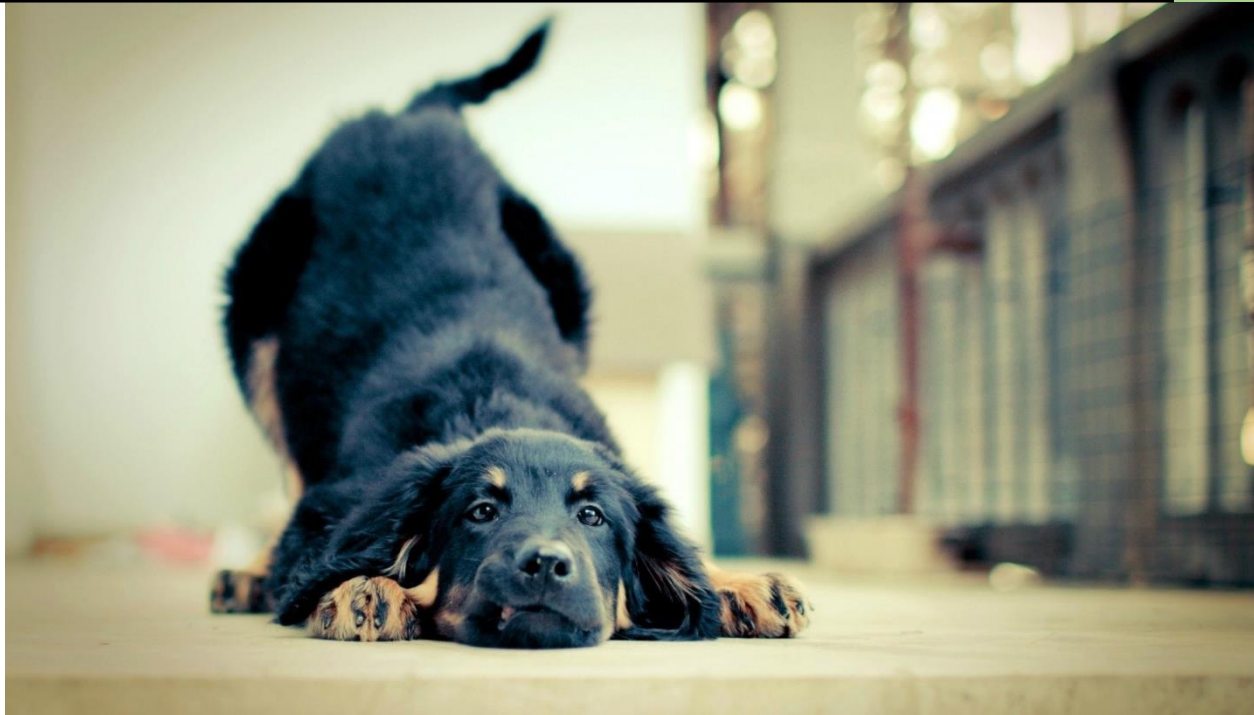




Pet Experts  
Providing  
Stellar Service  
To Loyal Clients

## TEAM ASSISTANT & PET CARE ASSOCIATE



Alexandria Pet Care, Inc  
PO Box 2711, Alexandria VA 22301  
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*Join the most trusted and most experienced in-home pet sitting, dog training and dog walking team in town! We are a highly skilled pet care group that nurtures long-term relationships with our client families, seeking just the right professional to join us.*

## **JOB DESCRIPTION: TEAM ASSISTANT & PET CARE ASSOCIATE**

Seeking a Team Assistant / Pet Care Associate, who lives in Alexandria. In this collaborative role, you will contribute to two major areas of our company's success: company operations administrative support, and serving clients with pet sitting and dog walking visits. Work with our fabulous team of 12 field employees, two office Managers on Duty, and our General Manager, to provide WOW service to our 800+ clients.

If you are an outgoing, collaborative, well-spoken communications rock star who can manage multiple ongoing projects, AND you have a huge love for pets, then read on. You will succeed here if:

- You are motivated by serving clients, team organizing, and using technology
- You are energetic, friendly, poised, diplomatic, and openly optimistic
- You are detail oriented, with flawless planning and follow-through organization
- You love creating new solutions, reaching out to new people, and influencing success

## **REQUIREMENTS**

The perfect fit will be a person who enjoys a balance of unpredictable and predictable, who loves animals and has one year or more experience caring for dogs, cats and other household pets, who likes every day at work to be different, who thrives on helping others, who is capable to pet sit and dog walk as coverage for our professional team, while also enjoying daily desk work like computer tasks, proofreading, writing documentation, checking details, and providing communications support.

- A 2-year associates degree or 4-year bachelor's
- From one year to fifty years of post-college work experience in an office setting, animal-focused environment, or both.
- Experience in assisting or coordinating work in two or more of the following operational areas: internal communications, employee training and education, marketing, communications, office management, membership or fundraising management, field staff logistics and scheduling, documentation, writing
- Knowledge of pet care is extremely helpful, from experience in veterinary, shelter or fostering work.

## WORK HOURS

This full-time position includes regular Monday through Friday business hours between 8am and 6pm, with a rotation of some evening and weekend of on-call office backup handling company phone calls and email for our Managers on Duty. If the right candidate prefers part-time hours, we will consider that option on request.

- Full-time: 40 hours/week
- 75% weekday hours, between 8am and 6pm. Some evening, weekend, and holiday hours are required
- Weekends and holidays are paid at time-and-a-half

## RESPONSIBILITIES

- **75% team assistant and communications support:** providing client care tasks and team care tasks such as quality checking schedules and invoices, copywriting emails to be sent to clients, ensuring the team has client keys they need, writing and updating internal documentation, keeping company records. Occasional weekday, evening and weekend on-call time, providing office backup handling company phone calls and email as backup to our two Managers on Duty. Required skills include:
  - **Operations software mastery:** learning and using our operational software Time to Pet to quality check client information, team schedules, and client invoice drafts. Other tools include Google drive (docs, sheets), Trello, MailChimp, Papyrs intranet
  - **Client account support and communications:** taking and making client phone calls, sending email sequences, previewing client schedules, sending client reminder notifications and confirmation emails, writing mail and email communications and documentation for clients, tracking clients leaving town and clients returning to town.
  - **Internal support of our team, our General Manager and Managers on Duty:** phone and email support of our office, creating internal templates and business process maps, writing scripts for email and phone, and inventing other shared tools for repeatable success
- **25% backup Pet Care:** Cover pet sitting and dog walking for our clients' animals when our Pet Care Professionals have time off or call in sick.
  - **Caring calmly and carefully for pets** of all types (birds, cats, dogs, guinea pigs, exotics)
  - **Knowledge (or ability to learn) to restrain pets and administering medication:** administering insulin, asthma inhalers, oral meds, pilling cats and dogs of all sizes and temperaments (experience with sub-q fluids a plus, but not required)
  - **Knowledge (or ability to learn) to handle dogs on leash, or dog training experience:** leash handling skills for all dogs especially of large breeds and dogs who pull, knowledge in behavior management of anxious and leash reactive dogs

## Job Description: Team Assistant and Pet Care Associate

- **Knowledge (or ability to learn) to read behaviors and personalities of pets** in order to know what's unusual or worrisome for a particular animal and to know how to tailor your own behavior and actions

### **ABILITIES AND OTHER REQUIREMENTS**

- Lives in one of the zip codes we serve, or a mile close by: 22301, 22302, 22303, 22304, 22305, 22306, 22307, 22308, 22309, 22311, 22312, 22314
- Comfortable in a virtual team, fostering close and trusting team relationships without working in a physical location
- Works well independently as well as in a client team environment where virtual teamwork and constant communication are essential
- Has an unshakable work ethic, exceptional reliability, and experience working independently
- Has maturity to care for client homes and pets, to handle pet emergencies, to think proactively, to ask questions, and to seek clarification
- Uses technology apps, email, and phone easily
- Works accurately from multiple sources of written instructions
- Retains verbal and written detail
- Able to walk several miles, and able to easily lift 40 lbs
- Able to handle two strong dogs on leash simultaneously
- Has a basic knowledge of pet behaviors and body language
- Is a perfectionist, trustworthy, punctual, detail-oriented, organized
- Is an excellent written and oral communicator
- Passes a complete background check and provide references
- Has reliable transportation (all-wheel drive preferable), an excellent driving record, a valid driver's license and current auto insurance

### **WAGES & BENEFITS**

- This is a W-2 employee position, with a pay range of \$15 - \$25 / hour depending on the candidate's range of skills, experience and knowledge
- Part-timers working 29 hours a week or less qualify for basic company benefits including mileage reimbursement, working remotely after training, an expense account for job "gear," training and development allowance, meal allowance for 8+ hour days or 45+ hour weeks, 401(k) Retirement Plan with company match following 1 year of service
- Full-timers qualify for all the above plus company benefits including health, dental, vision benefit package, and 401(k) retirement plan with company match