



Thousand Hills Pet Resort Customer Experience and Personnel Manager

Job Title:	Customer Experience and HR Manager	Pay Rate:	\$50,000/year + Overtime
Department/Group:	Thousand Hills Pet Resort	Position Type:	Full-time hourly
Location:	173 Buckley Road, San Luis Obispo, CA	Travel Required:	Occasional Local Travel

Job Description

Thousand Hills Pet Resort (THPR) and Gentle Touch Pet Training (GTPT) are programs under the nonprofit Son Care Foundation, Inc. 100% of the income from THPR and GTPT stays within the nonprofit and supports our other programs including New Life K9s and Alpha Academy. The main purpose of this position is to ensure THPR and GTPT maintains their standards of excellence in the care and safety of the pets that stay with us so our nonprofit programs can continue to provide resources to those in need in our community. This position is crucial for the success of the program. The work you do will be saving lives!

Role and Responsibilities

Support the nonprofit, Son Care Foundation, Inc. (Thousand Hills Pet Resort, Gentle Touch Pet Training, New Life K9s, Mission Cars, and Alpha Academy), as a direct and initial representative of the organization.

Foster an environment where nearly everyone wakes up each day inspired to go to work, feels safe while they are there, and returns home at the end of the day fulfilled by the work they do - feeling that they have contributed to something greater than themselves. The lives of animals are in your hands. Maintaining the health and safety of the animals and staff 24/7, 365 days a year is the top priority.

Customer Experience

- Oversees, inspects, and evaluates all resort operations (boarding, daycare, grooming, training) from a customer experience standpoint.
- Ensures that all standards, policies, and procedures are maintained.
- Creates plans for improvement of standards, policies, and procedures.
- Implements beneficial changes or improvements for successful customer relationships.
- Processes client concerns that the Office Manager cannot resolve on their own.
- Communicates with customers in emergencies.
- Provides important updates to the Son Care marketing team.
- Manages the various computer software used by the business.
- Help to create a caring, friendly, and fun environment for our clients (pets and people) as well as our staff.

Human Resources

- Responsible for instilling a culture that embodies our values of empathy, respect, service, and compassion for all people.
- Manages and oversees resort employees in a supervisory and disciplinary role; overseeing scheduling, time off, and sick requests.
- Maintains resort staff (employees and volunteers) by recruiting and conducting interviews.
- Onboards new employees, ensuring introductions, paperwork, and proper training are completed.
- Oversees and conducts reviews of employees every 4 months, or more often as needed, and implements necessary updates to staffing when required.
- Onboards volunteers and maintains a database of volunteers for the resort.
- Communicates with volunteers regarding volunteer opportunities and events.
- Assigns and schedules volunteer shifts.

Regular Meetings

- Attends weekly meetings with the management team at Thousand Hills Pet Resort.
 - This includes the following individuals: THPR Operations Manager, THPR Assistant Manager, THPR Office Manager, Son Care Executive Director.
- Attends weekly meetings with the management team at Gentle Touch Pet Training.
 - This includes the following individuals: GTPT Operations Manager, Son Care Executive Director
- Attends monthly “Lead Meetings” (Daily Shift Supervisors).
 - Typically 6:30pm to 8:00pm on a weekday.
- Plans monthly “All-Call” meetings for all boarding, daycare, grooming, and office staff.
 - Typically 6:30pm to 8:00pm on a weekday.
- Plans quarterly meetings with the Gentle Touch Pet Training staff.
- Attends monthly Son Care Management meetings.

Necessary Skills and Qualifications

- At least 3 years of experience in a face-to-face customer service role.
- At least 3 years of experience in a human resources or employee management role.
- Able to navigate Google programs (Drive, Docs, Sheets, and Slides), task management programs, and online database systems.
- Excellent computer skills. (Apple/Mac computer experience required.)

Additional Information

- Position is paid hourly. 40 hours per week is required.
 - Typical schedule will be during business hours Monday through Friday.
 - Some evening shifts will be required for meetings and events. (Typically 2 per month.)
 - Availability around the holidays is required as they are our busiest times of the year.
 - One hour for lunch each day.
 - Occasional overtime required.
- Reports directly to the Son Care Foundation Executive Director.

Benefit Information

- 15 days of paid time off per year (5 hours accrued per pay period).
 - Can be used for vacation and/or sick time.
- Free daycare, boarding, and grooming services.
- 25% off dog training services.
- 4 paid holidays (4th of July, Thanksgiving, Christmas, New Year's).
- \$130 monthly health insurance premium reimbursement program (QSEHRA).

Please apply online: <https://www.thousandhillspetresort.com/employment>

Last Updated By:

Dillon Jamison

Date/Time:

June 23, 2022