



Position: Front of House Supervisor

2024

Reports to: Assistant Manager

Classification: Hourly

At Champ's we create an environment where clients, team members and our Champions can come together. To achieve this, we strive to have an effective, helpful and encouraging culture. We pride ourselves on having a team that is energetic, positive and ready to serve our clients, each other and of course our Champions! All members of our team, regardless of position, need to love working with people just as much as they do pets.

Champ's has three South Jersey locations, multiple services, and a product line centered around bones. All of our products and services are centered around providing outlets for dogs to live a more robust life in harmony with what is biologically fulfilling for them.

Position Summary

- Is able to be the "Face of Champ's Medford"
- Gives every customer and team member that walks in, a warm greeting that makes them feel welcome.
- Assist customers with any inquiries they have
- Is responsible for keeping a clean and organized workspace at the front desk
- Keeping the retail well-maintained and organized
- Fulfill requests by operations manager in a timely manner

Duties/Responsibilities

- Effectively use our Computer Software (Gingr & Shopify)
- Creatively uses problem solving to successfully manage the day and set up the second shift for success
- Completion of responsibilities on opening/closing checklist
- Communicates behaviors witnessed with owners
- Answering phones, following up with clients, and answering any questions that are presented
- Communicating with leadership on any issues, potential conflicts, and/or concerns
- Giving tours to prospective or existing clients
- Checking dogs in and out on Gingr
- Source of trusted information for clients
- Creates appointments and reservations for clients
- Taking payments and also pushing retail specials and grooming specials.
- Safely handling pets
- Other duties as assigned
- Oversee the schedules of FOH/Customer Service Team
- Handles FOH/Groomer Callouts, coverage, and rescheduling of dogs
- Schedules FOH/Customer Service team 30 Days in advance
- Runs New Leads Report to onboard potential new clients
- Embodies and sets a positive example of Champs culture
- Reaches out to new clients and completes success survey
- Handles groomers schedules/R/O/and rescheduling of dogs IF NEEDED

Qualifications/Skills Required

- 1 year customer service experience (preferred)
- Ability to learn computer systems
- Personable and possessing the ability to organically connect with our clients.
- Exceptional time management and organization skills.
- Ability to multitask.
- Has a keen eye for detail.
- Is able to adapt to new situations every day.
- Skill in accepting critique and providing feedback.
- Collaborative team player with the ability to work and cooperate with clients, vendors, co-workers, and fellow team members.
- Endurance and ability to remain positive under pressure
- Confident, natural body posture
- Professional, dependable, principled, honest, and caring with an exceptional work ethic.
- Cooperative in fulfilling all obligations.
- Aptitude, flexibility and willingness to grow as the company expands and changes.

Physical Demands

- Ability to stand for long periods of time.
- Ability to sit for long periods of time.
- Ability to frequently lift and carry 30 pounds.
- Ability to occasionally lift and carry 50 pounds.
- Ability to perform repetitive hand movements for long periods of time.

Company Policy/Procedure Compliance

- Follows all company policies and procedures as well as all local, state and federal laws concerning employment.

Compensation Plan

- Paid time off and sick time is available for both full-time and part-time employees.
- Enroll in our 401K plan
- Employee discounts on retail items, grooming, and training.

This Job Description is not intended to be all-inclusive. Team members may perform other related duties as needed to meet the ongoing needs of the organization.

I have read and understand the responsibilities and requirements of the FOH Supervisor position. By signing this job description, I agree that I have the knowledge, skills, and experience for success and can perform the tasks required for the position.

Team Member Name (Print Please) _____

Signature _____ **Date** _____