



Marlton Manager

2024

Reports to: Operations 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

- Leads, directs, and assists teams
- Handles team member schedules (schedules to be posted every 30 days in advance)
- Communicates information with team
- Trains new team members
- Fulfill requests by operations manager in a timely manner

Duties/Responsibilities

- Manage Day to Day Operations at Marlton Facility
- Is able to be the "Face of Champ's Marlton"
- 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
- 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
- Responsible for finding coverage for call outs/ rescheduling grooming dogs for groomer call outs
- 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
- Schedules FOH/Customer Service team 30 Days in advance
- Runs New Leads Report to onboard potential new clients

- Reaches out to new clients and completes success survey
- Handles groomers schedules/R/O/and rescheduling of dogs IF NEEDED
- Responsible for Mobile Grooming Staffing and Supervision
- Is responsible for self educating and learning Gingr/Shopify backend operations

Qualifications/Skills Required

- Minimum 1 year dog management experience
- Embodies and sets a positive example of Champ’s culture
- Retail and Sales Experience Preferred
- Self-driven with the ability to prioritize and make sound decisions with urgency and accuracy.
- Exceptional verbal, writing, listening, and communication skills.
- Extensive problem-solving experience.
- Exceptional ability to build rapport.
- Ability to negotiate stressful situations.
- Skill in managing conflict, accepting critique and providing feedback.
- Collaborative team player with the ability to work and cooperate with clients, vendors, co-workers, and fellow employees.
- Endurance, this can be a mentally and physically tiring job
- 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

This Job Description is not intended to be all-inclusive. Employee 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 Marlton Manager 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.

Employee Name (Print Please) _____

Signature _____ Date _____