Positions Available

Job Title: Pet Care Services Manager (NOC 60040)

Employer: AJ Spaw Inc.

Business Operating Name: AJ Spaw

Business Address / Work Location: 2005 Yonge Street, Toronto, ON M4S 1Z8

Terms of Employment: Permanent, Full-Time (at least 30 hours per week)

Start Date: As soon as possible

Vacancies: 1

Wage: $37.94 per hour

Raises / Bonuses / Performance pay: tips are shared as a Bonus

Benefits: Parking and 30% discount on the products of the store

Language of Work: English

Job Overview

AJ Spaw Inc., a full-service dog grooming, daycare, and pet boutique located in midtown Toronto, is seeking an experienced and dedicated **Pet Care Services Manager** to oversee daily salon operations, staff management, client relations, and health and safety compliance.

Main Duties & Responsibilities

- Plan, organize, direct, control, and evaluate the daily operations of the pet grooming salon, daycare, and retail boutique.
- Establish and implement salon policies, procedures, and service standards, with a strong focus on animal welfare, stress-free handling, and workplace safety.
- Recruit, hire, train, schedule, and supervise pet groomers, bathers, grooming assistants, and administrative staff.
- Monitor staff performance, conduct regular feedback meetings, and ensure consistent grooming quality across all appointments.
- Manage client relations, resolve customer inquiries or complaints professionally, and oversee booking workflows to maximize salon capacity and retention.
- Oversee inventory control, order grooming supplies, shampoos, equipment, and retail boutique merchandise, and negotiate with suppliers.
- Prepare budgets, monitor daily sales and expenses, manage payroll inputs, and analyze financial performance to meet business targets.
- Ensure strict adherence to municipal health, sanitation, and animal care regulations, including equipment sterilization and facility maintenance.

Employment Requirements

- **Education:** Completion of secondary school is required; a college diploma or certificate in business administration, animal care, or a related field is an asset.

- **Experience:**

1. **Supervisory/ Management Experience:** Minimum of 2 years of leading, scheduling, training, coaching teams
2. **Retail Experience:** Minimum of 1 year of managing point of sale (POS) terminal reconciliations, daily cash flow and customer complaints
3. **General Industry Experience:** Minimum of 2-3 years working in an animal setting (pet sitting/ dog walking/boarding/ grooming). Personal experience also counts

- **Skills & Qualifications:**

    - Knowledge of breed-specific grooming standards, canine behaviour, and safe handling practices.

    - Proven leadership, team scheduling, and conflict-resolution skills.

    - Proficiency with salon booking software, point-of-sale (POS) systems, and basic financial/ inventory tracking.

    - Ability to work flexible shifts, including weekends (mandatory), in a fast-paced environment.

Work Conditions & Physical Capabilities

- Fast-paced environment, standing for extended periods, handling animals of varying sizes and temperaments, and attention to detail.

How to Apply

Please submit your resume and cover letter by email to **admin@ajspaw.ca** with the subject line *"Application: Pet Care Services Manager"*, or apply directly through the **Government of Canada Job Bank**.

We welcome applications from all qualified individuals, including Canadian citizens, permanent residents, and authorized workers. Only candidates selected for an interview will be contacted.