PET CARE SERVICES MANAGER

NOC 60040

OVERVIEW

Employer: AJ Spaw Inc.

Work Location: 2005 Yonge Street, Toronto, Ontario M4S 1Z8, Canada

Employment Terms: Permanent, full-time l On-site

Hourly Wage: CAD $37.94

Hours of Work: 30 hours per week

Work Schedule: Shift, day and weekends

Start Date: As soon as possible

Number of Vacancies: 1

Language of Work: English

COMPANY OVERVIEW

AJ Spaw Inc. is a pet care business in midtown Toronto offering grooming, daycare and retail boutique services. We are seeking a Pet Care Services Manager to lead daily operations, supervise staff, support client relationships and maintain quality, safety and animal-welfare standards.

RESPONSIBILITIES AND DUTIES

- Plan, organize, direct, control and evaluate daily operations of the pet grooming salon, daycare and retail boutique.
- Establish and implement operating policies, staff procedures and service standards, including safe animal-handling and workplace-safety practices.
- Hire, train, schedule and supervise groomers, bathers, grooming assistants and administrative staff.
- Monitor staff performance, provide feedback and maintain consistent service quality.
- Respond to customer inquiries and complaints and oversee appointment-booking operations.

- Plan and control budgets, review operating expenses and oversee inventory management.
- Coordinate the purchase of grooming supplies, equipment and retail merchandise and liaise with suppliers.
- Manage contracts for advertising and marketing strategies.
- Oversee compliance with applicable sanitation, workplace-safety and animal-care requirements, as well as facility and equipment maintenance.

QUALIFICATIONS AND SKILLS

Education: Secondary (high) school graduation certificate.

Experience: 2 years to less than 3 years of relevant work experience.

Area of Specialization: Business management.

Supervision: 3–4 employees.

Skills and Qualifications:

- Leadership, staff supervision, scheduling and team-management abilities.
- Strong customer-service, communication, organization and problem-solving skills.
- Ability to oversee operations, budgets and inventory in a fast-paced environment.
- Knowledge of pet care services and safe animal-handling practices is an asset.
- Ability to work shifts, including weekends.

WORK CONDITIONS AND PHYSICAL CAPABILITIES

Fast-paced environment; attention to detail; combination of sitting, standing and walking.

BENEFITS

Financial Benefits:

- Bonus.

Other Benefits:

- Free parking available.
- Team-building opportunities.

HOW TO APPLY

Interested candidates should submit their resume, cover letter, and answers to the following screening questions by email:

Email: admin@ajspaw.ca

Subject: Pet Care Services Manager – Job Application

Screening Questions:

1. Are you available to start on the date listed in the job posting?
2. Do you have experience working in this field?
3. Do you meet the English language requirements listed in this job posting?

Applications will be reviewed based on the qualifications and requirements of the position. Only selected candidates will be contacted for an interview.

WHO CAN APPLY

Applications are welcome from Canadian citizens, permanent residents of Canada and temporary residents holding a valid Canadian work permit.