



## Jollytails Inc – Customer Service Associate (Full Time Career Opportunity), Halifax & Dartmouth

All Jollytails locations in Halifax & Dartmouth are seeking applicants for full-time Customer Service Associates. This sales-driven role is responsible for customer relationships and is the face Jollytails. CS Associates should have strong and ever-expanding knowledge on pet foods and retail items in our store. It is the responsibility of this role to make sales, manage bookings, manage customers, and maintain a clean, stocked, and welcoming storefront.

### Job Duties

- Maintain good customer relations, communications, and high standards for customer service, in-person, over the phone, through email and online.
- Ensure you are educated and understand the services and retail provided by Jollytails to make appropriate recommendations and sales to customers.
- Use our point of sale system accurately to manage transactions
- Ensure the storefront and workspace is clean, organized and stocked (this includes assisting with inventory orders and counts as required.
- Accurately booking appointments and bookings
- All employees must ensure that all animals in our care are treated humanely and in accordance with our specific policies.
- Customer Service Associates may be required to cover/work in the daycare as needed
- Communicate with your Manager regularly and as required.

### Skills & Competencies

Reliability and flexibility is key. Jollytails is a seven-day a week operation, as such weekend shifts may be required.

Customer Service Associates must have a good grasp of soft skills in addition to other job-related experience or qualifications. Pet store, dog experience and retail experience is a huge asset.

Sales: Pet stores are sales-oriented; the Customer Services Associates are required to make sales

Communication and interpersonal skills: The Customer Services Associates must be able to communicate effectively and positively with customers, coworkers and managers.

Customer service skills: The Customer Service team sets the tone for Jollytails, and providing good customer service will keep customers returning. CS Associates must provide a consistent and high level of customer service.



Dependability: All Jollytails employees must be able to keep commitments to come into work and take care of all necessary tasks.

### Compensation

Hourly wage is \$17.00+ depending on experience. Jollytails offers generous target bonuses in addition to hourly wage. We offer staff discounts in addition to a comprehensive dental and medical benefits package.

### How to apply

Jollytails has an online application portal integrated into our website.

Please visit <https://jollytails.ca/hiring-portal> to submit your resume and cover letter.