

Jollytails Inc – Location Manager (Full Time Career Opportunity)

Looking for a fun and fast-paced pet-oriented career? Jollytails is hiring a full-time manager for its Intercolonial Street (Halifax) location. Under the direction of the business owners and with the assistance of your location team, the manager's primary function is to provide employee and operational oversight.

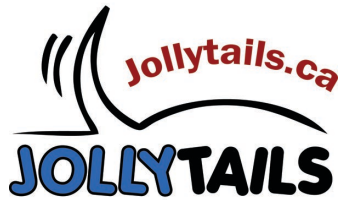
With the help of your team and your Assistant Manager, Managers are responsible for overseeing day-to-day duties that ensure the smooth operation of the retail store, dog daycare, grooming, and training services.

Job Duties

- Managers are involved with a variety of tasks surrounding staff management (conducting candidate interviews, creating and publishing work schedules, managing staff timesheets, employee paperwork, staff coaching, etc).
- Following corporate directives, managers are responsible to oversee merchandising and inventory control within their respective stores (inventory ordering, supply stocking, vendor invoice management, maintaining up to date and accurate food inventory, monitoring product expiries, cooperating with other location managers to conduct store inventory swaps as needed)
- Maintain good customer relations and high standards for customer service; ensure all staff are providing consistently high levels of customer service (coaching staff for improvement, effectively resolve client conflict and concerns and/or triage to owners when appropriate, provide timely responses to customer requests and inquiries)
- Managers are responsible to meet store sales targets and to conduct daily cash management. Make sure that store sales goals are met or exceeded, and that daily transactions are accurately recorded in the POS system.
- Managers must ensure the building structure and business equipment is safe and operational (ensure regular maintenance is conducted and reported, and that any unusual or costly repairs are reported to employers. This may include air, heat, exchange system; doors, locks and gates; turf, floor, ground issues; equipment and vehicle maintenance, etc)
- Above all, managers must ensure that all animals in our care are treated humanely and in accordance with our specific policies (accurately booking appointments, timely & accurate customer communication surrounding dog issues including removal of dogs as required)
- Special tasks and projects as assigned.

Skills & Competencies

Reliability and flexibility is key. As a Manager, you will have a regular work schedule however shift changes for coverage may be required. Jollytails is a seven-day a week operation, as such weekend shifts may also be required.



Managers 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. Management experience is a must.

Delegation: Managers must have strong delegation skills, using their Assistant Managers and entire staff compliment strategically to delegate duties in a smart, effective, and role appropriate manner.

Sales: Pet stores are sales-oriented; the manager will be required to make sales and to coach their staff into improving sales.

Decision-making: Ability to make intelligent and appropriate decisions quickly.

Communication and interpersonal skills: The manager must be able to communicate effectively and positively with customers, personnel and employers.

Customer service skills: The manager sets the tone for the rest of the employees, and providing good customer service will keep customers returning. Managers must ensure a consistent and high level of customer service from all staff.

Dependability: The manager must be able to keep commitments to come into work and take care of all necessary tasks.

Leadership: The store manager must be a good leader that can motivate the staff to do their best job.

Compensation

Jollytails offers generous target bonuses in addition to hourly wage. Earning potential ranges from \$40,000 - \$50,000+ yearly. 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.