

# Shady Acres Pet Ranch Position Descriptions

## **Owner**

The Owner of Shady Acres Pet Ranch is ultimately responsible for all aspects of the facility, from top to bottom. They make major strategic decisions, manage overall operations and resources, and lead the business in alignment with Shady Acres' Purpose, Values, and Vision. Responsibilities include future growth planning, public relations, marketing, finance and budgeting, and oversight of all facility operations. The Owner works closely with the General Manager to ensure the facility meets its standards of care and service.

## **General Manager**

The General Manager (GM) is responsible for overseeing the daily operations of Shady Acres Pet Ranch. They ensure that all company goals and daily expectations are met, and that all tasks are accomplished efficiently. The GM makes day-to-day business decisions, upholds company policies, and maintains the facility's standards in line with Shady Acres' Purpose, Values, and Vision. Key responsibilities include staff hiring, training, accountability, coaching, and, when necessary, termination. The General Manager reports directly to the Owner.

## **Assistant Manager**

The Assistant Manager supports the GM by fulfilling the duties of the General Manager when the GM is unavailable, with the exception of staff hiring and firing decisions. They ensure that daily goals and company expectations are met and help make operational decisions as needed. The Assistant Manager upholds company policies and ensures all daily tasks are completed. When the GM is unavailable, staff report to the Assistant Manager. The Assistant Manager reports directly to the General Manager.

## **Shift Leader (Temporary, As Needed)**

The Shift Leader is a temporary, as-needed role responsible for overseeing shift operations when required. They ensure that all tasks and responsibilities during their shift are executed according to Shady Acres standards. Shift Leaders manage staff assignments, monitor workflow, and ensure that daily operational goals are met. Staff report to the Shift Leader when both the General and Assistant Managers are unavailable. The Shift Leader reports to the General Manager or Assistant Manager.

## **Kennel Tech**

Kennel Techs are essential for ensuring the safety, health, and happiness of the dogs at Shady Acres Pet Ranch. They are responsible for the cleanliness and organization of the facility and for the well-being of dogs in daycare, boarding, and training programs. Kennel Techs report to the General Manager. After successfully completing a probation period, additional responsibilities may include the following specialized roles:

- **Day School Support:** A Kennel Tech scheduled as "Day School Support" works under the guidance of the Shift Leader to care for and engage with dogs enrolled in our Day School Program at Shady Acres Pet Ranch.

**Receptionist**

The receptionist serves as the first point of contact for clients at Shady Acres. They are responsible for building positive client relationships, providing excellent customer service, and assisting clients via phone, email, and in person. Responsibilities include scheduling appointments, maintaining a clean and presentable lobby area, managing the client database (including vaccine records), and providing tours of the facility. Receptionists are tasked with promoting the Shady Acres brand by delivering a warm, welcoming experience. The receptionist reports to the General Manager.

**Bather**

Bathers provide essential bathing services, which include baths, brush-outs, nail trims, ear cleaning, and basic grooming needs. Bathers communicate with clients to understand each pet's grooming requirements, adhere to breed/coat standards, and notify clients of any health concerns observed during the bathing process. They are responsible for keeping the bathing area clean and organized. Bathers report to the General Manager or Assistant Managers, depending on who is on shift.

**Trainer**

Trainers at Shady Acres Pet Ranch are responsible for delivering high-quality training services, focusing on board and train programs as well as follow-up lessons. They meet with clients to assess their training needs, discuss available training programs, and provide thorough, ethical education on training techniques and tools for both dogs and their owners. Trainers are dedicated to improving dog behavior while fostering strong client relationships. The Trainer reports to the General Manager.