

Guest Relations Manager

Are you a dog lover and enjoy talking to people?

If you are...

- Passionate about creating great social media experiences and having a positive impact on our community dog owners (the idea of supporting local biz flips your switch),
- A people-person who loves to create connections, build relationships, and be “in the conversation” (your third-grade teacher *may* have said you talked too much),
- Excited to bring fresh and creative ideas to the table, and then plan, execute, and track the success of those ideas (you’re constantly looking for the next win – big or small),
- A personable and professional communicator with first-rate written skills (a misplaced “your” for “you’re” might make your head explode),
- Strong organizational skills with close attention to detail, and the ability to handle and prioritize a variety of tasks at one time,
- Self-motivated and driven by the spirit and commitment of an entrepreneur with the ability to think “out of the box” to solve problems,
- Experienced in building relationships, managing a team, and creating a positive store culture,
- Ready to make a genuine positive difference for your guests, your staff, and the community,
- Competent with various digital platforms like Canva, Hootsuite/Buffer, Adobe Suite, and so on (you’re always on the lookout for a digital tool to make your life easier and posts better) as well as Word, PowerPoint, and Excel,
- Enjoyable to be around with a positive team attitude (you’ve got a can-do spirit and believe the best in people and dogs).

And would love to...

- Manage customer interaction on pages, groups, messages, and comments (you’re part ring leader, traffic cop, and playground supervisor),
- Collaborate as a part of the marketing team to build the Sit, Stay, ‘N Play brand across multiple social media platforms in order to increase sales (you get the WHY behind the WHAT),
- Position Sit, Stay, ‘N Play as a top influencer in the field (because we ROCK and the world needs to know about it),
- Providing an excellent customer experience that will create loyalty, long-term return guests, and word of mouth referrals,
- Maintaining the store’s cleanliness, operational effectiveness, visual displays, and overall aesthetic. Accurately managing the flow of merchandise into the store.
- Bottom Line... If you’re ready to sink your teeth into some big, fun projects, tackle the day-to-day posting, and help us become everything we can be on social media and beyond, this job’s for you!

We offer...

- A fast-paced and customer-focused work environment where there’s always something new to learn and do,
- Opportunity to work collaboratively with a high-performance team,
- Work with a deep purpose, creating a relationship with our guests,
- Paid training and opportunities for continued professional growth (yeah, we want you to attend that awesome conference),
- A small entrepreneurial company where your ideas, efforts, and inputs are heard and valued (you really make a difference to the success of the company),
- Employee feeding program for your dog, free dog training class, discounts on retail items,
- The chance to make a real, life-changing difference for our guest, their families, their dogs and our local community.

Sit, Stay, ‘N Play is the area’s most varied indoor dog training center. Send resume and either a video or a written letter of interest to Lisa@sitstaynplay.net