**Bentley’s Pawsome Resort**

**Shift Lead Job Description**

***April 1,2025***

**Position Summary**

The Shift Lead will assist Bentley’s Pawsome Resort to provide a safe, clean, comfortable, and pleasurable venue for dogs and their owners. The Shift Lead is responsible for supporting the Manager on duty and the scheduled Pet Techs with the daily operations of Bentley’s Pawsome Resort. Strong communication, flexibility, and follow-through with details are essential activities of this position. The position interacts daily with management and team members and reports to the Manager on duty.

General Hours: 7am to 2pm or 3pm to 9:30pm weekdays or 7:45am to 12pm or 3pm to 9:30pm on Weekends

Pay: $15 per hour to start including orientation, training, and occasional meetings. After 6 months of consistent productivity and good reviews, pay will be raised to $16 per hour.

**Core Values**

* Integrity: Verbal and written communication is truthful without being inflammatory. Consistent patterns of good attendance and punctuality are demonstrated.
* Caring Service: Clients are treated the way the Shift Lead would want to be treated. Pets are treated with compassion and kindness in a fear-free manner.
* Excellence: Treats others with respect and dignity. Anticipates clients’ needs. Tasks are completed with the utmost attention to detail. Assists manager and team members when personal tasks are completed. Personal appearance is neat and clean.
* Dependability: The Shift Lead can be relied upon to arrive before scheduled shift begins and complete assigned duties during work hours. Demonstrates teamwork by not leaving management or team members unsupported.

**Job Details**

* Greet clients/sign up new clients
* Help with kennel assignments, daily dog grouping, daycare schedule
* Prep morning, afternoon, or evening meals
* Wash blankets and towels
* Mark bags of food and personal items and place in correct bin
* Morning shift – first potty
* Evening shift – last potty and lock up
* Monitor quality/completion of daily tasks
* Make sure all tasks are completed by the Pet Techs

**Oversee and help if needed:**

* Feed/water (morning or evenings depending on shift)
* Monitor daycare and help when needed
* Monitor Kennel area
* Help with cleaning of kennels and daycare, suites and lobby
* Take Suite dogs to potty
* Make sure all trash has been taken to dumpsters daily

**Education/Experience Required:**

* High school/GED required.
* Prior experience in the pet care industry.
* 2 years of experience in lead role preferred.

**Work Environment/Physical Requirements**

Physical requirements for the position include the ability to frequently hear and communicate orally, see up close and at a distance, read and comprehend, stand, sit, walk, reach, handle, and/or feel objects. Must be able to climb, pull, push, and kneel. Maximum unassisted lift = 25 lbs. Average lift is less than 10 lbs.