

**JOB TITLE:** Pet Counselor

**REPORTS TO:** Sales Manager

**SUMMARY:** Pet Counselors are dedicated to matching the right pet with the right customer and meeting the needs of both. To our customers who already have pets, pet counselors are dedicated to enhancing their knowledge and enjoyment of the human-animal bond. Lead Pet Counselors also provide training and coaching to other Pet Counselors.

**DUTIES AND RESPONSIBILITIES:**

- Provide dynamic customer service, while educating our customers through teaching proper pet care.
- To maximize productivity, memorize and utilize the Petland systems, such as the Petland Mission, 5-Step Sale, 4 Basic Needs, C.A.P, Pets For A Lifetime and Adopt-A Pet.
- Maintain excellent animal husbandry for the pets by performing opening, daily and closing procedures and assisting in maintaining a clean, organized and safe store environment.
- Assist in Community Service projects in and out of the store as directed.
- Assist Animal Care Technicians with any additional animal care as needed.
- Lead Pet Counselors have the additional responsibility to provide training and coaching to other Pet Counselors and will oftentimes be “key holders”.
- Performs other related duties as assigned by management.

**SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

**QUALIFICATIONS:**

- High school diploma or general education degree (GED) required
- One to three months related experience and/or training preferred.
- Computer skills required: Point of sale experience preferred
- Other skills required: Prior sales experience preferred

**COMPETENCIES:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Continually required to stand
- Continually required to walk
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must frequently lift and/or move up to 25 pounds
- Specific vision abilities required by this job include: Close vision; Distance vision; Peripheral vision; Depth perception and ability to adjust focus

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*