



PO Box 1197 Coventry, RI 02816 (401) 374-2230 Email: furryfellaspetsitting@yahoo.com
www.furryfellaspetsitting.com

Client Care Coordinator / Office Assistant Application

Candidate must be located within our service areas –RI / MA

Work from Home after training has been completed. Training will be a combo of in person and online remote training sessions. In person sessions will take place in either the Kent County or Providence County area of RI. Will require 200 hours of training (about 2 months) total. After training has been completed, this position may require periodic meetings and short-term training of new incoming client care coordinators which will require traveling to the Furry Fellas office occasionally during training periods for up to 2 months at a time. All candidates must be located in the RI or surrounding MA area.

Client Care Coordinator / Office Assistant

For coverage on the office phones/emails and carrying out all those requests including scheduling appointments & more. Must be flexible and able to accommodate the below hours...

Furry Fellas Office Hours:

Mondays through Fridays; 9am-6pm with quick email/phone check ins @ 8pm and 10pm
Saturdays & Sundays: 10:30-5:30pm with quick email/phone check ins @ 8pm and 10pm

Check ins are to monitor staff/client emergencies and schedule in next day requests submitted by staff. Check ins takes anywhere from about 2 to 30mins and can usually be done from a mobile device. *

Full Time Client Care Coordinator Position

35-40hrs per week within the above listed hours. Will require 2 weekends per month.

Part Time Client Care Coordinator Position

25-30hrs per week within the above listed hours. Will require 2 weekends per month

Evening / Weekend Client Care Coordinator Position

30-40hrs per week. Shifts will range from:

Weekday evenings 5/6-10pm, Weekends 9-3/4pm, 5/6-10pm or 10:30-5:30pm with quick 8pm & 10pm check ins

Fill-In Client Care Coordinator / Office Assistant Position

10+hours of Office Assistant work each week. Fill in Client Care Coordinator portion would require 1-4+ days of coverage per month for our client care coordinators (may include both weekends & weekdays)

For all office positions you will need:

- A quiet work location in your home where you can work without interruptions/distractions. The office gets very busy during the week so you will need to make it a priority.
- High speed internet (in your home), laptop computer
- Cell phone (android or iPhone). Will need to download an App to access our phone system
- Reliable transportation / Valid Driver's License

Qualifications:

- At least 1year of prior professional experience working with animals or in the pet care industry

- Prior experience pet sitting professionally preferred.
- Knowledge of some veterinary terminology, animal preventative healthcare, common dog/cat breeds and common pet medications/conditions
- Administrative experience required; at least 1-2 years
- Experience with QuickBooks Online and Power Pet Sitter Scheduling System a Plus
- Must be able to type at least 40-50 WPM. The office can get very busy and you will receive anywhere from 100-200 emails per day during the weekdays (Mon-Thurs) and anywhere from 60-100 emails per day on the weekend days (Fri/Sat/Sun). This may increase during our busy periods and as the business continues to grow.
- High school degree required. College or advanced preferred
- Must pass a background screening
- Excellent written and verbal communication skills required
- Strong customer service skills & strong attention to detail
- Ability to prioritize, organize and problem solve.
- Must be extremely organized & always on top of things.
- Computer/Internet/Email literate
- Word and Excel and smart phone literate
- Ability to communicate with multiple people simultaneously via cell phone, text and email
- Will require a flexible schedule

Job Duties:

- Learning and utilizing online scheduling system and online billing/payment system
- Handling incoming email requests

Note; The majority of the workload will be responding to emails and scheduling appointments

-All email requests received during the hours of 10am-5:30pm (business hours) will require a response in that same day within a couple of hours. Once client request is acknowledged, our company policy is that we will get back to all clients within 24hrs. Some requests may require a quicker turn-around time but we will update our clients every 24hrs along the way.

- Scheduling client appointments; -pet sitting visits, dog walking schedules, in home boarding, overnight sitting and meetings with staff and clients.
- Confirming incoming pet care assignments with sitters and then confirming with client
- Sending clients estimates and entering in payments (credit card and PayPal payments) into QuickBooks Online
- Confirming all pet sitting reservations 3 days prior to start of service and confirming all client meetings 1 day prior to the meeting date.
- Ensuring that all incoming client requests comply with company policy as well as the law. That they can be safely/reasonably carried out by Furry Fellas.
- Monitoring incoming new client paperwork submitted by staff/clients to ensure all needed info is provided and that all requests/plans comply with company policy and identify/address any potential problems with written job/key plans.
- Updating client paperwork/forms as needed
- Answering phones and returning calls during business hours (10am-5:30pm)
- Maintaining a call log for each shift
- Keeping Lists/Logs and Paperwork up to date

Pay:

\$14/hour once training has been completed. The training rate is \$13/hr.

This is an employee based/W2 position and Furry Fellas must be the only pet sitting/dog walking company that you work for while employed in this position.

Benefits:

- Ability to work from your home office.
- Opportunity for advancement.
- Take your dog to work with you
- Discounted Pet Care Services
- Health Insurance for full time positions
- Paid vacations for full time positions

A. Personal Information**Date:**

Last Name:	First Name:
Middle Initial:	Social Security Number: <i>Note: needed for background check, ok to leave blank now but will be needed later if considering for hire</i>
Email Address:	
Address:	City:
State:	Zip Code:
Home Phone:	Cell Phone:
Date of Birth (optional):	U.S. Citizen: yes no (circle one)
Wage Desired:	

Have you ever been convicted in ANY court of any offense, including traffic violations?

Yes _____ No _____

If yes, please describe

B. Vehicle Information, etc...

Do you have your own transportation?	Do you have a cell phone?
License #:	License Plate #:
Year/Make/Model of Vehicle:	Do you have access to the internet?

C. Work History (Please list your last three employers with the most recent first)

1. Employer Name/Company Name:	Dates of Employment: Start: _____ End: _____
Supervisor:	Reason for Leaving:
Address, City & State:	Job Title: & Job Duties:
Phone:	Starting Wage: _____ Ending Wage: _____

2. Employer Name/Company Name:	Date of Employment: Start: End:
Supervisor:	Reason for Leaving:
Address, City & State:	Job Title: & Job Duties:
Phone:	Starting Wage: Ending Wage:
3. Employer Name/Company Name:	Date of Employment: Start: End:
Supervisor:	Reason for Leaving:
Address, City & State:	Job Title: & Job Duties:
Phone:	Starting Wage: Ending Wage:

D. Education:

1. High School-	School Name:
Highest Grade Completed:	Degree:
2. College-	School Name:
Highest Year Completed:	Degree:
3. Graduate School-	School Name:
Highest Year Completed:	Degree:
4. Other-	

E. References

Must provide at least 2 professional references –other than friends and family members

Name:	Relationship /How do you know this person?
Address:	Phone Number:
Name:	Relationship /How do you know this person?
Address:	Phone Number:
Name:	Relationship /How do you know this person?
Address:	Phone Number:

F. Availability:

Please highlight or circle the time-frames you are available to work

Monday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____
Tuesday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____
Wednesday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____
Thursday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____
Friday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____
Saturday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____
Sunday:	Mornings_____	Afternoons_____	Eve/nights_____	Overnights_____

Do you have any vacations scheduled or days not otherwise available for this year?

Are you able to make a minimum of a 1yr commitment to these hours/the position(s) you are applying for?

This position is part-time. Do you have a minimum number of hours that you need to work each week? If so, how many?

Do you have a maximum number of hours that you want to work each week? If so, how many?

Are you available to work on short notice? Yes___ No___

If hired, how long would you like to work in this position?

If hired, when are you available to start?

Do you have any physical limitations that would hinder your performance in the position applied for? (If yes, explain) _____

G. Office Experience

How many WPM (Words per minute) can you type? _____

Do you have experience with any of the following programs?

Word; Yes_____ No_____

Excel; Yes_____ No_____

PowerPoint; Yes_____ No_____

QuickBooks Online Version; Yes_____ No_____

Power Pet Sitter Scheduling System; Yes_____ No_____

Navigating and Using the Internet; Yes_____ No_____

Yahoo Email; Yes_____ No_____

Navigating & Using a Cloud Drive; Yes_____ No_____

Using a Smart Phone and Texting; Yes_____ No_____

Scanning & Faxing Documents; Yes_____ No_____

Do you own a computer? _____ Laptop_____ Desktop_____

Have you worked in a busy office environment before? Yes_____ No_____

What did you do in the office? _____

Do you have any prior experience as a receptionist / secretary or office assistant?

Yes_____ No_____

Where is this experience through? _____

How long did you work there for? _____

Do you have a quiet space in your home that you can work without any disruptions?

Yes_____ No_____

Shifts will be weekdays from 9am-6pm and/or weekends from 10:30-5:30pm. There will also be a quick check in each evening @8pm and @10pm to monitor for emergencies.

Are you able to accommodate coverage during all of the above days/hours?

Yes_____ No_____

Are there any days/hours listed that would be an issue?

Yes_____ No_____

Our office receives up to 100-200 emails per day along with phone calls throughout the day. You will be responsible for answering/responding to all emails/calls within the same business day and carrying out those requests and keeping clients up to date all along the way. Do you feel that you can confidently meet these requirements?

Yes_____ No_____

Duties of this position will include answering questions, scheduling appointments/bookings, setting up meeting w/sitters and clients, processing payments, sending invoices/estimates. Keeping all client accounts up to date, updating client paperwork, making sure we have all necessary paperwork/contracts/rabies info/key info/alarm info prior to start of pet sitting/dog walking services, maintaining the key log and call log, gift certificate log, etc...

Do you feel that you can confidently carry out all of the above job duties?

Yes_____ No_____

Any other relevant experience?

Do you own or have access to a scanner? Yes_____ No_____?

Do you own or have access to a fax machine? Yes_____ No_____?

Do you own a printer? Yes_____ No_____

Do you have high speed internet access at home? Yes_____ No_____?

Do you have prior experience supervising staff? Yes_____ No_____

Do you have an area in your home that you can work without distractions? Yes_____ No_____

Do you have open availability during our office hours (see hours at top of page, 9am-6pm weekdays and 10:30-5:30pm weekends) Yes_____ No_____

This position will require both weekday and weekend work. Are you available for both weekdays and weekends? Yes_____ No_____

H. Animal Experience

Are you a pet parent?

Or have you been in the past?

If so for how long and what kinds of animals?

Have you worked with animals professionally or done volunteer work with them in the past?

Do you have experience medicating; Cats? Yes____ No____? Dogs? Yes____ No____?

Do you have experience pilling cats & dogs? Yes____ No____?

How do you do this –please explain:

Do you have experience giving liquid meds to cats & dogs? Yes____ No____?

How do you do this –please explain:

Have you cared for diabetic pets before?

Have you given insulin injections or any kind of injection?

Have you given subcutaneous fluids to an animal before?

How do you do this? Explain:

Are there any breeds of dogs that you are uncomfortable with?

Are there any animals you would refuse to care for? Why?

Do you have experience with a Professional Pet Sitting Service? Please provide name of company.

List 3 words below that would explain why you would be a good fit for the position:

I. Activities/Interests:

Any additional Talents, Jobs, Volunteer Work or Experience that you feel is relevant to position? If yes, please list here:

Please briefly tell me a little about yourself:

What are your hobbies and goals in life?

What do you hope to get out of this position?

What is your main reason for applying for this position?

List one of your strongest points:

Please list one of your weaknesses or an area that you feel you need to work on:

How long are you looking to work in this position for?

Any areas that you would be uncomfortable traveling to?

Do you feel that you can work well independently without supervision?

Note:

All qualified candidates will be required to undergo a background check. If being considered for this position, the last step will be the background check.

I certify that the statements made on this application are true and correct. I hereby give Furry Fellas permission to investigate this information and to secure any additional information they may feel necessary for contracting as a pet-sitter/dog walker. All candidates will need to pass a background check; I hereby agree to hold harmless any or all persons or business entities furnishing any information to Furry Fellas Pet Service LLC.

Signature (print if sent electronically) _____

Print Name _____ Date _____

Please Email completed Application within 3 days to furryfellaspetsitting@yahoo.com and list the names, ages and types of all animals that you are care-taker to below. Thank you.

Application may also be faxed to 1-866-400-7050.