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**\*\*\*\*Due to the bonding that occurs between pet nanny and pet(s) (and owner with nanny!), we ask for at least a one year commitment to work with TAILored Pet Services LLC on a continual basis. \*\*\*\***

Guidelines:

- I am at least 18 years of age and agree to submit to a background check.  Yes  No
- As part of the in-person interview, I agree to go on a ride-a-long to see if it is a good fit for me. I understand that I will not be compensated for it as it is a chance to see if the job is a good match for me.  Yes  No
- If hired, I agree that visits will be done at approximately the same time each day to maintain continuity for the pets. A flexible time frame will be given to me by company in which to complete visits.  Yes  No
- If hired, I will upload visit logs/photos to company's Dropbox by 4pm the day of visit.  Yes  No
- I agree that I'm not allowed to work for another pet sitting company, or solicit services independently of TPS, while employed by TPS.  Yes  No
- I agree that I have my own cell phone with internet access plus dependable and insured transportation so I can drive to and from appointments.  Yes  No
- I understand that I may need to drive a pet to the vet so my car must be pet-friendly meaning that I realize pets may shed in my car.  Yes  No
- I understand that even when it is raining or snowing, dogs still need to go out. I feel comfortable driving/walking in inclement weather.  Yes  No
- I understand if dogs get dirty on a walk, I need to wipe them off and towel dry them (owners will provide towels) before putting them back in house.  Yes  No
- I am prepared to take and pass a Pet First Aid Certification course paid for by TPS.  Yes  No
- I understand I need to be attentive when visiting with the pets. Phone calls/texts are only permitted to client I am servicing and only if absolutely necessary.  Yes  No
- I understand that no visitors (humans/pet) are allowed to accompany me to visits.  Yes  No
- I understand that employees at TAILored Pet Services LLC only walk two dogs from same household at one time and all dogs must be leashed during the walk.  Yes  No

Please sign the auto liability release form below for dog walking:

I have a car that is dog-friendly. I agree not to hold TAILored Pet Services LLC and/or clients liable for any damage should any damage occur to my car while transporting dogs while under the employment of TAILored Pet Services LLC

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Full Name \_\_\_\_\_ Make/Model of car: \_\_\_\_\_



## **Weekend Pet Nanny and Customer Service Assistant Job Summary**

**Summary:** position has 2 parts: (1) Pet Nanny provide pet care for clients in our service area and (2) Customer Service handles incoming requests from current/ prospective clients via phone/text/email and provides office support

### **Pet Nanny Responsibilities**

- Communicate with clients and schedule appointments (may conduct consultations for new clients)
- Answer inquiries related to your service of clients' dogs
- Ensure security of client when visiting and respect the clients home
- Understand special requests and conditions for each pet and give each one love and attention
- Walk dogs outdoors in all weather conditions (anywhere from 15 minutes to 4 hours)
- Ensure each dog receives exercise/potty breaks and remove pet waste
- Guarantee safety of the dogs you are walking and those (humans and dogs) around them
- Maintain leadership of the pack of dogs (if walking multiple dogs at a time)
- Record activities during visit noting anything abnormal that you noticed
- Take photos/videos of the pet (so human clients can see how they are doing)
- Remove feces and urine from litter box, sweep/vacuum around the outside.
- Clean up all messes related to the pet (breakage, spills, accidents, etc.)
- Ensure that pets are fed, refresh water, wipe paws and give treats
- Dispense and administer medication when instructed by pet owner
- Play with pets to ensure that they have a feeling of companionship
- Observe pets for behavior/health issues and report them to pet owners
- Perform home care duties which may include bringing in mail/newspaper/deliveries; taking out/bringing in garbage and recycling; and other duties as necessary or requested
- Manage your own schedule via phone, email and text message
- Keep track of your visits and submit to the employer
- Other duties as assigned

### **Customer Service/Office Assistant Responsibilities:**

- Maintain trusting and productive relationships with clients, co-workers and colleagues
- Coordinate with management to ensure compliance with established policies
- Monitor incoming calls/emails/texts and convey information both orally and in writing
- Assess the needs of clients and provides information concerning the services, procedures, and guidelines of company
- Assist in resolving problems and complaint raised by unsatisfied clients
- Continuously evaluate and identify opportunities to improve processes that positively impact the clients experience
- Collaborate with other team members to manage reputation
- Organize cloud storage and assist associates in ways that optimize processes/procedures
- Use company computer and a host of other office software applications, including word processing, email, and file management tools
- Document customer interactions through Google Docs
- Other duties as assigned

### **Dog Walker Requirements**

- Willingness to work every other weekend between 1:00pm-5:00pm
- Ability to fill in during company holidays highly desirable (overtime pay applies)
- Must be honest, dependable and trustworthy
- Must have excellent organization skills, the ability to work independently, good time management and good communication skills
- Must be able to drive and walk in all kinds of weather conditions
- Must be able to follow client directions
- Must be FLEXIBLE, as this is a customer-driven business and we are often revising the schedule to meet the desires and needs of our clients at a moment's notice
- Must have a cell phone with ability to take pictures and computer with internet access and a printer to effectively communicate with clients and TAILored Pet Services staff
- Must have the physical ability to get down on the floor with pets, walk them and exercise with them, and the ability to handle a large dog
- Must have reliable, licensed and insured transportation
- Must be comfortable around all types/sizes/breeds of dogs plus any other pets in client's home
- Ability to work in a fast paced and dynamic work environment
- Duty to professionally represent the company.
- Exhibits regular and timely attendance

### **Customer Service/Social Media Assistant Requirements:**

- Respond to client requests every other weekend between 1:00pm-5:00pm
- Well-organized with a customer-oriented approach
- Resourceful, highly dependable, efficient and detail oriented.
- Excellent interpersonal skills and follow-up skills
- Proactive self-starter with the ability to work independently.
- Proven proficiency in the use of a personal computer
- Highly developed sense of integrity and commitment to customer satisfaction.
- Demonstrated passion for excellence with respect to treating and caring for customers.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Has "thick skin" and is able to handle complaints and unpleasant customers.
- Has a pleasant, patient and friendly attitude.
- Strong decision making and analytical abilities.
- Strong detail orientation and communication/listening skills.
- Duty to professionally represent the company.
- Exhibits regular and timely attendance

### **Physical Ability Requirements:**

- Sit for prolonged periods of time, including as a driver or passenger in an automobile.
- Utilize a computer keyboard, computer monitor, and telephone for prolonged periods of time.
- Stand, bend, sit, kneel, reach, push, pull, for up to periods of an hour
- Walk 3-10 miles per day
- Control dogs up to 75 pounds
- Lift, carry, and otherwise transport work-related materials that frequently weigh up to 50 lbs.
- Maneuver across various terrain and move up and down stairs frequently

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Signature

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Date