



WALKER'S HEALTHY PET
1515 Freeway Drive
Mount Vernon, WA 98273
(360) 424-6200
www.walkershealthypet.net

EMPLOYMENT OPPORTUNITY

Position: Pet Consultant

Entry Salary: Dependant on qualifications.

Hours:

This is a permanent position. The Pet Consultant will be able to attend training at a minimum of 2 hours per week and may be scheduled to work during the hours of 8am and 10 pm Monday through Sunday. The pet consultant may be listed on an emergency call out list and is expected to respond to emergencies 24 hours a day. Hourly wage is paid for all training and emergency response time.

Training:

On the job training will be provided until it is determined that a Pet Consultant is able to thoroughly and effectively assist clients with any bird, cat or dog related question which is in synchrony with the company mission statement. Group training will be provided on an ongoing basis and is mandatory. Employee evaluations will be completed as necessary.

Mission Statement:

The Mission of Walker's Healthy Pet is to assist clients in exploring naturopathic and holistic perspectives to the health and nutrition of their pet(s). This service is offered in retail nutritional centers through the sale of product and through the support, information and referrals offered to customers. At nutritional centers clients will find concerned and supportive Pet Consultants who use and support holistic pet care alternatives and display the willingness to educate clients on natural pet care products and unique supplies for their pets.

Pet Consultant Knowledge Expectation:

The Consultant will be expected to have basic knowledge of bird, cat, dog and small animal breeds. In addition they are to have a basic awareness of animal behavior, physiology, nutrition and supplementation using a holistic approach. Pet consultants must have the ability to study, refer to and use informational, medical and holistic reference manuals and directories to increase their knowledge and assist customers in finding solutions to their pet care needs. The Consultant may be required to make presentations on current veterinary medical, naturopathic, holistic or other pet related subject or product relevant to the Walker's Pet Consultant position at each training session.

Essential Responsibilities:

The main function of the Pet Consultant is to be present in stores to assist lead employees and management staff in the running of day to day activities. This is achieved through cleaning, stocking, facing, inventorying & putting out orders, customer service and other tasks as assigned/needed to maintain the highest standard in

a retail environment. The consultant may be the only staff person in the store during some shifts and may be required to consecutively and efficiently assist multiple customers and perform multiple duties while still displaying the enthusiasm and knowledge which demonstrates support of the Walker's Healthy Pet Mission Statement. The consultant must demonstrate an understanding and concern for the physical presentation and display of the store. Due to the nature of deliveries and customer service expectations, it is an essential job function for pet consultants to be able to lift and carry 50lbs repeatedly throughout the day and to be able to stand for extended periods of time on hard surfaces.

The Consultant will have the ability to send and receive mail, handle cash, make bank deposits, maintain a cash float, file, operate a cash register using a computer POS system, answer phones, fax, copy and successfully interact with other office equipment as needed. Basic computer literacy is expected.

The Consultant will be expected to follow company policies and procedures, give suggestions and input on ideas or changes to improve policy, services and procedures of the nutritional center.

The Consultant will be responsible for supervising and training other Pet Consultants in the manager's absence based on current level of knowledge, seniority and management discretion.

Other duties as necessary:

Minimum Requirements: High school diploma or G.E.D. Minimum of 18 years of age. Basic knowledge of bird, cat, dog and small animal breeds, behavior, and supplies. Apathy for holistic pet care alternatives. The ability to learn and assist customers with their holistic pet care needs.

Scheduling:

Scheduling is completed monthly. Schedule changes or scheduling request are to be submitted to the scheduling manager prior to the next month's schedule being released. Scheduling requests are granted based on seniority status with preference given to full time employees. Vacation/sick time starts accruing after 6m and equals the average number of hours worked in a week for the year. Approval for time off will only be granted in conjunction with earned vacation time. Approval may be granted for employees to swap shifts with other employees on a limited basis but only within the hours of a pay week.

Signed: _____

Date: _____