



Guest Relations Specialist (Full-Time)

Cat Depot, a limited-admission, rescue, adoption, education, and resource center located in Sarasota, Florida, is seeking an experienced and enthusiastic Guest Relations Specialist!

The Guest Relations Specialist is the first person to greet adopters, retail customers, and visitors, and the last person to wish our clientele a good day, and ask them to return. This position requires an enthusiastic, professional individual, who can identify customers, assess their needs and wants, and help them purchase products for their cat(s), their friends, and/or for themselves.

The successful candidate should love and understand cats, and find motivation in the fact that sales generated are used to help rescue and rehome cats and kittens. The Guest Relations Specialist will maintain a positive, energetic, and cheerful attitude, working both individually and as a critical team member to provide consistent excellence in customer service for those visiting the Cat Depot campus and for those calling for assistance, to increase Cat Depot's growth through maximum sales.

The Guest Relations Specialist will also be responsible for managing the organizations multi-line phone bank as well as assisting with visitor tours, educational programming, fundraising and special events as needed.

The Guest Relations Specialist will comply and promote Cat Depot's mission, rules, and standards of feline care.

Requirements:

- Experience working in retail sales and reception with ability to multi-task required
- Previous experience using Quickbook POS or similar is a plus
- Understanding of sales principles and exceptional customer service practices
- Solid communication and interpersonal skills
- Previous shelter/rescue experience strongly preferred
- High level of professionalism at all times and ability to work easily with all kinds of personalities
- Friendly, helpful, confident and engaging personality both in person and via phone
- Flexibility to work during normal operating hours, including weekends, with ability to meet all schedule requirements
- Ability to bend down, squat, and pick-up merchandise located at ground level to assist customers
- Ability to operate a computer, cash register, and multi-line phone system efficiently
- Ability to reach across counters; pulling, pushing all sizes of merchandise to bag and/or wrap customer purchases
- Ability to stand and walk for the majority of work shift, and lift up to 40 lbs.
- Ability to accurately handle money and pass a background check

Associates degree required. Non-profit experience a plus. Benefits include a highly competitive salary, insurance, vacation pay, continuing education, and a friendly, talented team who puts cats first at all times, and loves working together! Cat Depot is a non-smoking facility.

**Email cover letter and resume to: careers@catdepot.org
with subject line "Guest Relations Specialist – Full Time".**

Check us out at www.catdepot.org.