



Guest Experience Leader (Store Supervisor)

Contact: PETCO

Email: petco@countyjobs.careers
https://al-wilcox.countybuyselltrade.com/jobs/guest-experience-leader-store-supervisor_richmond_89401

Address: 1900 Polaris Pkwy Ste 450, Richmond
Price: Check with seller

Details Apply Our vision at Petco is Healthier Pets. Happier People. Better World. We're making things better for pets, people and the planet through our Think Adoption First philosophy, the Petco Foundation and other important initiatives that focus on putting animals first, educating pet parents and reducing our carbon footprint. The journey starts with knowledgeable, passionately engaged associates who are proud to recommend Petco as a place to work, who believe in our Vision and who are committed to delivering a superior customer experience. From our retail stores and our network of Distribution Centers to our Corporate offices, you'll work with others who share your values and commitment. We seek individuals who are passionate about animal welfare, have great people skills and are driven to grow and advance in their careers with us. Our ongoing growth is creating exceptional opportunities for professional development and personal enrichment throughout our organization.

Purpose Statement Oversees the guest experience journey and promotes a culture that consistently delivers the Petco guest brand experience. Through the lens of our Petco Co-Values, the Guest Experience Leader will be the catalyst, champion, and role model for all relationship building touch points with Petco guests. Ensures the health, welfare and proper care of all live animals. Mentors all store partners in the delivery of GUEST+ engagements to support and drive guest experiences and create Petco Promoters. Initiates appropriate actions for the attainment of Pet Services and other store areas budgeted sales goals, gross margin and budgeted contribution. Assists the Store Leader in managing all aspects of the store's business in accordance with Petco operational standards and safety procedures. **Key Accountabilities** The incumbent must be able to consistently perform all the following duties and responsibilities with or without a reasonable accommodation. Ensure the health and well-being of live animals by providing the correct care in accordance with the established Petco standards, policies and procedures including the completion of the hourly animal health check and wellness cards. Adheres to Veterinary Protocol for all sick animals. Plans for and successfully implements a guest centric culture in Leaders respective store. Creates an outstanding guest experience each and every time a guest interacts with Petco. Measures guest feedback through the use of Petco Promoter and Grooming Promoter. Trains all store partners in promoting and supporting the Pet Services guest experience through GUEST+ engagement. Manages and

packages Pet Services partners in delivering a positive service guest experience aligned with the Petco Brand Standards and Guest Policies. Ensures the hourly animal health check-in and check-out is accurately performed. Maintains pet services area. Leads store execution, training, communication and maintenance of company Pet



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