



**Job Title:** Eat Purr Love (EPL) Assistant Manager

**Department:** Eat Purr Love Cat Café

**Reports To:** EPL Cat Café Manager

**Classification:** Full time, exempt, non-seasonal

## **SUMMARY**

Supports management of daily operations, cat care, and guest services of the Eat Purr Love Cat Café enterprise on behalf of Columbus Humane. Assists in creating an environment that is welcoming and ensures an outstanding experience for all guests who interact with café cats, other guests, and staff. The EPL Assistant Manager oversees day-to-day animal care and all areas of café activity that directly pertain to animal management. Primarily responsible for animal care, cleaning, and adoption activities consistent with processes and practices of Columbus Humane. Oversees primary customer service representatives assisting guests visiting café to interact with cats and purchase food or retail items. The EPL Assistant Manager, by example and in partnership with the EPL Manager, upholds workplace standards and expectations for performance of tasks to ensure a high quality of care for cats and creates a uniquely enjoyable experience for all guests.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Assists EPL Manager coordinating schedules for all café staff (including holiday, sick, and emergency time-off situations) to ensure proper and adequate staffing to effectively carry-out cat care, guest services, and retail activities. Reviews and submits payroll.
- Supervises, directs, and assists those staff reporting to the EPL Assistant Manager, to satisfactorily complete tasks as assigned, including problem-solving and support as required.
- Coordinates effective cat care activities including cleaning; feeding and providing clean water daily; monitoring and noting any behavioral and/or health issues; and notifying appropriate Columbus Humane staff as needed.
- Responsible for consistent implementation and staff management that creates a healthy and behaviorally enriching café environment for cats including socializing and keeping cats happy and comfortable, grooming (brushing, nail trimming), and maintaining the cleanliness of the cat lounge and the human free zone (basement) of the cafe at all times.
- Responsible for consistent implementation and staff management that delivers outstanding guest service including greeting and establishing rapport with guests; explaining rules of the cat cafe and facilitating waiver review and signature; completing transactions of lounge cover fee, merchandise, bakery, and beverages; managing reservation manifest and walk-up traffic; making and serving beverages, bakery, and snacks to guests; inventory control; keeping the front cafe clean and organized at all times; and communicating with potential customers by email / phone.



- Manages assigned volunteers and volunteer programs including providing training and support, feedback and mentoring in partnership with the Columbus Humane Volunteer Programs Managers (VPMs).
- Conducts regular staff briefings, in partnership with the EPL Manager, in order to keep all café staff informed and maintains a “team work” atmosphere.
- Generates, maintains, and distributes regular reports including animal inventory, animal care instructions, and needed animal care information for related staff and volunteers.
- Manages inventory needs including ordering and recording supplies and materials on a timely and cost effective basis. All purchases will remain within limits set by EPL Manager, Columbus Humane CEO, and budget. Participates with budget preparation and expense management.
- Participates in the creation, implementation, and training of standard operating procedures.
- Sets and maintains work rules and standards that establish a high degree of safety for staff, guests, and all who visit the café.
- Follows proper safety protocols for people and animals and sets a high standard for quality animal handling. Responds to and records any and all incidents (injury, illness, violation of protocol, etc.) affecting café staff and guests.
- Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Supervises café staff and assigned volunteers.

### **QUALIFICATIONS**

Detail-oriented and able to make decisions regarding the welfare of animals. Excellent communication and leadership skills. Background, education, and/or experience in animal care, animal sheltering, or appropriate combination of education and experience in similar sector. Exercises good judgment when dealing with the public and staff, able to exercise good judgment when dealing with confidential information and employee issues. Committed to growing the Eat Purr Love Cat Café enterprise, maintaining the integrity of Columbus Humane’s adoption program and the mission of Columbus Humane. No allergies to animals.

### **EDUCATION and/or EXPERIENCE**

Bachelor’s degree preferred. Demonstrated experience in animal health, care, and handling; customer service experience; previous supervisory experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.



### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid Ohio Driver's License and insurable driving record, and euthanasia certification.

### **PHYSICAL DEMANDS**

Subject to animal bites and scratches while handling animals of questionable temperament. Must be able to lift up to 25 pounds with reasonable accommodation. Position may include frequent bending and stretching as well as standing for long periods of time.

### **WORK ENVIRONMENT**

Work is performed in a retail café environment with some limited exposure to hazardous chemicals and potential of exposure to parasites and infectious diseases that can be carried and transmitted by animals.