Guest Advisor LOD

Contact: PETCO

Email: petco@countyjobs.careers
https://ca-losangeles.countybuyselltrade.com/jobs/guest-advisor-lod_la-verne_85892

Address:	**26226 Industrial Blvd, La Verne**
Price:	**Check with seller**

DetailsApplyOur 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. Position Purpose: Provide guests with exceptional customer service by being the subject matterexpert on all products, nutrition, services, in-store promotions, local community events and other areas of animal care and wellness. The Guest Advisor may be a 'key holder' and Leader on Duty (LOD) on a limited basis as needed. Essential Job Functions: The incumbent must be able to perform all of thefollowing duties and responsibilities with or without a reasonableaccommodation. Act as a personal shopper/information center for customers as they enter the store and be 100% focused on customer service. Provide quick and courteous service to all PETCO customers and their pets by determining their needs and sharing product knowledge to suggest the appropriate merchandise and services to satisfy them. Be knowledgeable about pet-related events/resources and related costswithin the community including dog parks, dog or cat shows, pet-friendlyhotels, etc. Express passion about animal welfare and maintain integrity in the workarea. Be familiar with all new products and services in order to be able toengage with customers regarding new product and services features andbenefits. Politely and professionally respond to inquiries regarding products,services and pricing via the telephone. Bend, kneel, lift (up to 50 pounds, as necessary) and stand for longperiods of time. Supervisory Responsibility: None. Work Environment: The majority of job duties are conducted indoors, although merchandisestocking and customer carry-outs will require that an associate leave the storebriefly. Because this position requires bending, kneeling, lifting (up to 50pounds, as necessary) and standing for long periods of time. The large majorityof this associate's time will be spent in direct contact with our customers.Education and Experience: High school diploma or GED is a plus, preferred. Prior, a minimum of 2 years of experience in providing excellicinformation on the animal kingdom.

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