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### **Example 1: Customer service and sales manager**

**Job description:** The customer service and sales manager is responsible for creating a welcoming atmosphere for all customers. They provide excellent customer service and assist customers with any inquiries they may have. Additionally, the customer service and sales manager keeps the storefront clean and orderly to maximize foot traffic and sales. Leading a team of sales associates is also a large part of the customer service and sales manager's job.

#### **Job responsibilities:**

- Lead a team of sales associates
- Provide quality customer service
- Create and coordinate sales associates' schedules
- Facilitate tasks for the sales associates
- Keep the store looking clean and organized
- Handle cash and card transactions
- Do customer returns and exchanges following the company's return policy

#### **Requirements:**

- High school diploma or GED
- Bachelor's degree in management or equivalent area of study (highly desired, but not required)
- Two to three years of experience in a retail setting
- Friendly and upbeat personality
- Ability to work under pressure
- Problem-solving skills
- Conflict-resolution skills
- Ability to lift up to 50 pounds

**Reports to:** Director of Sales. Monthly meetings will be held to make sure the customer service and sales manager is achieving company objectives.

## **Example 2: Dog handler**

**Job description:** The dog handler is responsible for overseeing that all the dogs at the dog day care facility are behaving appropriately. They engage with the dogs and lead basic dog training throughout their shift. The dog handler also cleans up any messes from the dogs and keeps the play yard cleared. They're responsible for transporting the dogs to and from the cages and administering food, water and any necessary medication to the dogs.

### **Job responsibilities:**

- Overseeing the safety and behavior of dogs
- Leading basic dog training, including teaching dogs to sit, stay, lie down and come
- Cleaning up any messes from the dogs
- Transporting dogs to and from their cages
- Administering food, water and applicable medications to the dogs
- Occasionally checking dogs in at the front desk

### **Requirements:**

- At least 16 years old
- A love for all kinds of dogs
- Patience for dog behaviors
- Basic knowledge of dog training
- Organizational skills
- Ability to lift up to 50 pounds

**Reports to:** Dog day care manager.

### Example 3: Graphic designer

**Job description:** The graphic designer works with the rest of the creative team to develop advertising materials for our clients. They use Adobe software to design deliverables such as logos, brochures, print and digital advertisements, magazines and e-books. This individual should have a deep passion for design and always be looking for the latest graphic design trends and techniques.

#### Job responsibilities:

- Create a wide variety of deliverables using Adobe Creative Cloud
- Work with the creative team to brainstorm innovative advertising campaigns
- Resize images using Adobe Photoshop
- Complete minor HTML/CSS coding as needed
- Research emerging design trends
- Attend an annual graphic design conference

#### Requirements:

- Bachelor's degree in graphic design
- Knowledge of Adobe Creative Cloud
- Proficient in HTML/CSS
- Natural artistic ability and eye for design
- Three to five years of graphic design experience
- A solid portfolio of work
- Ability to work in an office setting all day

**Reports to:** Senior graphic designer for day-to-day inquiries and creative director for big picture things.

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