



# Guest Experience Leader (Store Supervisor)

Contact: PETCO

Email: [petco@countyjobs.careers](mailto:petco@countyjobs.careers)  
[https://ms-lauderdale.countybuyselltrade.com/jobs/guest-experience-leader-store-supervisor\\_springfield\\_83360](https://ms-lauderdale.countybuyselltrade.com/jobs/guest-experience-leader-store-supervisor_springfield_83360)

Address: 7924 Victoria Dr Ste 209, Springfield  
Price: Check with seller

**Details**ApplyIf you're both an animal lover and a people person, a position in one of our stores might be a great fit. We're looking for people with a strong commitment to helping pets and their parents experience their very best lives together. When you join us, you'll be part of a great team, working together to achieve sales goals while doing work you truly love. **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 coaches Pet Services partners in delivering a consistent services guest experience, aligned with the Petco Brand Standards and Guest Promise. Ensures the salon check-in and check-out is accurately performed for every pet service provided. Leads store execution, training, communication and maintenance of company Pet Services (Grooming Salon and Dog Training) initiatives as well as guest centric programs, to include but not limited to Showtime, Demo Program, Welcome to the Family, Meet the Critters, Pals Rewards, Getting to Know Petco and Adoptions programs, policies, procedures, safety

procedures, and promotions. The Guest Experience Leader is responsible to ensure the store achieves the Petco established goals and metrics for Pet Services as well as guest centric programs. Collaborates with all store partners to ensure exceptional guest experience. Implements all Petco Omnichannel initiatives, but not limited to



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