



# Guest Experience Leader (Store Supervisor)

Contact: PETCO

Email: [petco@countyjobs.careers](mailto:petco@countyjobs.careers)  
[https://al-cherokee.countybuyselltrade.com/jobs/guest-experience-leader-store-supervisor\\_tulsa\\_86284](https://al-cherokee.countybuyselltrade.com/jobs/guest-experience-leader-store-supervisor_tulsa_86284)

Address: 375 Pacific Blvd SW Ste A, Tulsa  
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: The Guest Experience Manager will be responsible for the Petco customer experience journey and promoting a culture that consistently delivers the Petco customer brand experience. Through the lens our Petco Values, the Guest Experience Manager will be the catalyst, champion, and role model for all relationship building touch points with our customers. The Guest Experience Manager will mentor all store partners in the delivery of GUEST+ engagements to support and drive customer experiences that result in creating Petco Promoters. Additionally, this role will assist the General Manager in managing all aspects of their store's business in accordance to Petco operational standards. Key Accountabilities: The incumbent will have primary responsibility to successfully implement a customer centric culture in their store by leading the following areas of Petco Outstanding Guest Experience each and every time a Customer interacts with Petco: Use Petco Promoter and Grooming Promoter to measure GUEST feedback. Celebrate and Coach! Train all store Partners how to promote and support our Pet Services customer experience through GUEST+ model engagement. Manage and Coach Pet Services partners in delivering a consistent services customer experience aligned with our Petco Brand Standards and Customer Promise. Ensure our salon check in and check out will be performed for every pet we service. Lead store execution, training, communication and maintenance of company Pet Services initiatives, programs, policies, procedures, safety practices, and promotions. Responsible for driving the implementation and flawless execution of customer-centric programs to include Showtime, Demo Program, Welcome to the Family, and Adoptions. Collaborates with store Partners to ensure exceptional customer experience for all Omni-channel initiatives to include Instacart, Extended Aisle, and Repeat Delivery. Initiate community outreach and seek opportunities to Build and develop relationships with pet friendly businesses in order to promote Petco as a trusted source for pet lovers. Leverage existing programs and resources to promote Pet Services in store and community. Partner with your Local Marketing Manager to identify unique and creative ways to increase market share and community footprint. Business Acumen: Sales and Marketing: Sales, inventory, margin, pet services, and Adoption and economic reports monitor and performance of business and develop plans to correct any areas needing their talent. Work closely with Local GSM to



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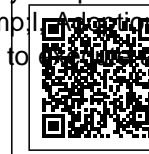
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