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## INTRODUCTION

Job descriptions are essential for managing people in organizations. For recruitment they ensure you and the applicants are on the same page in understanding the job role. Once hired job descriptions should clearly define a person's role and responsibilities. They serve as a very important document in holding employees accountable for work performed. Without a job description it is usually very difficult for a person to properly commit to, or be held accountable for the important role they play in your pet care center.

This document was created as a resource to guide management through the process of creating or updating position descriptions. The positions included were originally created and used for Urban Tails, the pet center Susan co-founded over a period of twelve years.

The guide is intended to be flexible and edited to fit the needs of your own center. Smaller facilities commonly require staff and managers to cover a wider or more mixed range of responsibilities than in larger facilities (for example, the general manager' role can comprise HR, guest services, counselor, scheduling and other duties). Therefore in smaller organizations, job descriptions might contain a greater number of listed responsibilities.

Providing a career path is important to employee retention. You will find several different levels of positions included to give you ideas on creating the best organizational structure for your center. Cross-training staff between departments is a win/win practice that is encouraged. Employees get opportunities to learn new skills and you have a more valuable employee that can step in to cover during absences or peak periods. You'll find the Assistant Guest Services Receptionist job description an example used for pet care counselors trained to cover reception duties.

Coordinator positions were the first step in the supervisory career path at Urban Tails. These positions were responsible for work-flow assignment and completion, but not staff management (e.g., hiring, corrective action). Coordinators worked closely with supervisors and managers to provide input on employee performance.

It would not be expected that your facility would have all the positions included in this resource guide. You'll find job descriptions for the common departments in pet care centers including guest services, pet care, grooming and training. Keep your job descriptions up-to-date by reviewing them annually for revisions.

Tips to remember in finalizing job descriptions for your center:

- Once hired each employee should read and sign their job description as evidence that they understand their role and responsibility; keep a signed copy in their file
- Every job description should include under responsibilities: "other duties as assigned". This provides flexibility for you to assign new tasks without revising the job description.
- In our industry I also recommend that each job description include "cleaning duties as assigned".





## HOW TO USE THE TEMPLATE

**Introduction** The job description template contains the following sections, which can be edited and modified to meet your facility's specific needs:

- General Summary of Job
- Primary Duties
- Other Job Duties
- Job and Equipment Requirements
- Minimum Qualifications

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**Editing the Template** The template is a Microsoft Word document. Due to different users versions of MS Word, it is recommended that you copy and paste the parts you wish to use into a new word document.

Link to Microsoft Word Document:

<https://www.dropbox.com/s/sl1mjykdfzno5d/PetCareJobDescriptions.docx?dl=0>

Sections also may be added to further customize the document for your facility.

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**Helpful Tips** Below are some helpful tips you may want to consider as you engage in this work:

- Competency-based job descriptions are an important component of employee development and management. Performance related to the competencies presented in an employee's job description should be assessed as part of the annual performance review process. Your review form should mirror your job description assigned responsibilities.
- An assigned job description may depend on the qualifications of the person in the position and be edited accordingly to fit. Remaining flexible creates a win for the employee and your pet center
- Career ladder hierarchy suggested:
  - Counselor
  - Senior Counselor
  - Coordinator
  - Supervisor
  - Manager

# SENIOR RECEPTIONIST JOB DESCRIPTION

## GENERAL SUMMARY OF JOB

The Senior Receptionist is responsible for supervision of the front desk in the event the Client Services Manager is not here. The Senior Receptionist has shown a dependable pattern of reliability and gained valuable experience in the course of working at the Company. The Senior Receptionist is able to help guide new employees in their staff development, imparting knowledge gained from their own training and experience. The Senior Receptionist is able to operate independently requiring little or no direct supervision. The Senior Receptionist works under the supervision of the Client Services Manager.

## PRIMARY DUTIES

1. Demonstrates ability to perform at a high level all duties described in the Receptionist/Cashier Job Description.
2. Reports any problems or situations as they arise from staff or clients to the Client Services Manager.
3. Maintains a professional bearing, role modeling proper procedure and a positive attitude.
4. Opens or closes Company facility as needed and requested by management.
5. Other duties as assigned.

## JOB & EQUIPMENT REQUIREMENTS

*Check items that apply*

<input checked="" type="checkbox"/>	Writing	<input checked="" type="checkbox"/>	Bending	<input checked="" type="checkbox"/>	Standing
<input checked="" type="checkbox"/>	Reading	<input checked="" type="checkbox"/>	Typing	<input checked="" type="checkbox"/>	Hearing
<input checked="" type="checkbox"/>	Proofreading	<input type="checkbox"/>	Data Input	<input checked="" type="checkbox"/>	Walking
<input checked="" type="checkbox"/>	Traveling	<input checked="" type="checkbox"/>	Manual Dexterity	<input type="checkbox"/>	Driving
<input checked="" type="checkbox"/>	Lifting: <input checked="" type="checkbox"/> Up to 10 lbs <input type="checkbox"/> 11 – 20 lbs <input type="checkbox"/> Over 25 lbs	<input checked="" type="checkbox"/>	Carrying: <input checked="" type="checkbox"/> Up to 10 lbs <input type="checkbox"/> 11 – 20 lbs <input type="checkbox"/> Over 25 lbs	<input type="checkbox"/>	Other List Below: <input type="checkbox"/> Vacuum Cleaner <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/>	Personal Computer	<input checked="" type="checkbox"/>	Telephone		
<input type="checkbox"/>	Adding Machine	<input type="checkbox"/>	2-Way Radio		
<input checked="" type="checkbox"/>	Calculator	<input type="checkbox"/>	Automobile		

## MINIMUM EXPERIENCE, SKILLS, CERTIFICATION OR ACADEMIC BACKGROUND REQUIRED

1. High school graduate or GED preferred
2. Good oral & written communication skills
3. Previous work experience demonstrating dependability
4. 1-2 years experience providing client service & processing payments
5. Self-motivated, independent worker
6. Proven leadership and training skills
7. Ability to work in a team environment
8. Good decision and problem solving skills
9. Good organization and planning skills
10. Demonstrated flexibility and proven coping skills
11. Must have completed in house training programs
  - a. Completed in time frame as outlined:
  - b. Scored average or better on all practical exercises and tests
  - c. Demonstrated understanding of training materials exhibited by practical applications through the performance of duties.



# BATHER/BRUSHER JOB DESCRIPTIONS

## GENERAL SUMMARY OF JOB

Bather/Brusher's primary duties are to properly prepare, bathe and finish pets by using humane practices and minimizing pet stress. Additionally, the Bather/Brusher is responsible for the maintenance and cleaning of the groom shop. Pet Care Counselors may be cross-trained in bather/brusher procedures for the groom shop. The Bather/Brusher works under the supervision of the Pet Care Coordinator, Senior Groomer &/or Groom Shop Manager and reports to the Pet Care Manager.

## PRIMARY DUTIES

1. Perform bath functions as requested by client and described on the groom card
  - a. Nail trim
  - b. Tooth brushing
  - c. Brush-out
  - d. Bath
2. Prepare dogs for bathing in accordance to procedures
  - a. Brush out dog with proper tools
  - b. Trim nails
  - c. Clean ears
3. Bathe dogs as described in procedures
4. Dry dogs completely
  - a. When time permits hand dry dogs completely
  - b. Cage dryer is to be used for bath dogs, intermediate drying of groom dogs, and for dogs that are overstressed by the hand dryer
  - c. All groom dogs must be completely dry and finished drying by hand
5. Finish dogs as described in procedures
  - a. All dogs should be finish brushed and combed.
  - b. Bath dogs should have cologne and bandana applied unless client requests otherwise.
6. Keep bathing stations stocked with supplies, tools cleaned and ready for use.
7. Keep groom shop clean
  - a. During the work day keep the room safe by wiping up water spills and pet accidents as soon as possible
  - b. At the end of each workday all hair should be swept/mopped from floor and cleaned from tubs/shower
  - c. Holding cages should be ready for next day's arrivals
8. Update pet status on white board and point of sale system. Advise receptionist when dogs that are to be "called when ready" are finished.
9. Walk dogs that are kept in groom shop in accordance to procedures and note time of walk on white board or groom card



10. Follow safety procedures for pets and staff at all times. Ask for assistance when a pet is stressed, very difficult to manage or showing any signs of injury.

### JOB & EQUIPMENT REQUIREMENTS

*Check items that apply*

<input checked="" type="checkbox"/>	Writing	<input checked="" type="checkbox"/>	Bending	<input checked="" type="checkbox"/>	Standing
<input checked="" type="checkbox"/>	Reading	<input checked="" type="checkbox"/>	Typing	<input checked="" type="checkbox"/>	Hearing
<input type="checkbox"/>	Proofreading	<input type="checkbox"/>	Data Input	<input checked="" type="checkbox"/>	Walking
<input type="checkbox"/>	Traveling	<input checked="" type="checkbox"/>	Manual Dexterity	<input type="checkbox"/>	Driving
<input checked="" type="checkbox"/>	Lifting: <input type="checkbox"/> Up to 10 lbs <input type="checkbox"/> 11 – 20 lbs <input checked="" type="checkbox"/> Over 25 lbs	<input checked="" type="checkbox"/>	Carrying: <input type="checkbox"/> Up to 10 lbs <input type="checkbox"/> 11 – 20 lbs <input checked="" type="checkbox"/> Over 25 lbs	<input checked="" type="checkbox"/>	Other List Below: <input checked="" type="checkbox"/> Vacuum Cleaner <input checked="" type="checkbox"/> Bathing system & dryer <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/>	Personal Computer	<input checked="" type="checkbox"/>	Telephone		
<input type="checkbox"/>	Adding Machine	<input checked="" type="checkbox"/>	2-Way Radio		
<input type="checkbox"/>	Calculator	<input type="checkbox"/>	Automobile		

### MINIMUM EXPERIENCE, SKILLS, CERTIFICATION OR ACADEMIC BACKGROUND REQUIRED

1. High school graduate or GED preferred
2. Good oral communication skills
3. Previous work experience demonstrating dependability
4. Previous experience providing animal care (personal or job related)
5. Self-motivated, independent worker
6. Proven ability to follow instructions and learn new things
7. Ability to work in a team environment
8. Demonstrated flexibility and proven coping skills