 Pet Care Assistant -Job Description

**Required for this position:**

* The ability to follow directions with and without supervision
* The ability to lift objects and pets of at least 40 lbs. and sustain ongoing physical activity
* The ability to recognize certain behaviors in animals
* The ability to admit or ask when a task is unclear
* The ability to show leadership and work with team leaders as a team
* The ability to work with computers and other equipment
* The ability to spell, read and perform basic mathematics
* The ability to perform exceptional customer service

**Pet Care Responsibilities:**

* **Cat and Dog restraint** as needed for treatment and animal safety
* Knowledge of contagious diseases and cleaning protocols
* Maintaining safety and following protocols when handling pets, walking pets, retrieving pets from cages, and building protocols
* Feeding, water and exercise all pets as directed by written and verbal directions
* Understanding dog social behaviors and be capable of maintaining control of groups of dogs in social play situations

**Pet Resort Cleanliness Responsibilities:**

* Stocking and reporting low inventory of supplies throughout facility
* Use a hi-pressure system, vacuum, broom, scrub brush, mops to clean cages and runs
* Use proper dilution rates and protocols for all chemicals
* Clean and dispose of all animal waste following protocols
* Wash, dry laundry and put in proper locations throughout facility
* Clean all windows and doors, fans, counter tops, tops of cages
* Wash animal dishes, water containers, cat litter following protocols
* Maintain over all cleanliness and neatness of both inside and outside of facility

**Customer Service Responsibilities:**

* Knowledge of computer system
* Assisting clients with disabilities, multiple pets or crowding in lobby
* Help front desk staff by retrieving pets and belongings for check in and check outs
* Maintain compassion and professionalism when dealing with pets and pet families
* Maintain all daily records as required

**This is by no means a complete list**: Some task may be assigned to a specific staff member to complete. Other tasks may be assigned in general and all staff members will be held accountable for the execution of tasks related to health, safety, cleanliness and overall first impressions of the facility.

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 Pet Care Assistant -Job Description cont’d

**Opportunities for growth:** There are several areas for potential growth as a pet care assistant in our pet resort. By demonstrating the desire to perform and/ or learn additional tasks, this position can be upgraded as skill sets and willingness to perform are demonstrated. These are a few of the tasks that we feel would demonstrate the desire of a pet care assistant to learning and growing more within the company:

* Take advantage of Dog behavior course materials in house to pass video courses i.e. (Dogs- 101 and Dogs- 201), study AKC obedience course books, grooming manuals and many other training materials to advance general knowledge of pet care
* Ability to handle large, anxious and angry pets
* Ability to handle medications and have knowledge of medications, reason for being prescribed, administration of medications to all types of pets, documentation
* Ability to trim toenails, give clean baths, give basic first aid without help
* Assist groomer with holding, bathing and drying pets, as directed by groomer
* Ability to assist with dog training classes and in house training programs using established training methods of Connie Winters’ Pet Resort
* Ability to organize, maintain control, recognize subtle dog behavior signals in a group of camp dogs and be able to redirect dogs to more favorable behaviors
* Ability to use common sense and attention to detail to alert management to potential issues with a pet’s health and happiness and have the skill sets to resolve the issue.
* Ability to notice when assistance is needed or when a task needs preformed without being asked.
* Ability and wiliness to be available to work as coverage is needed, especially holidays and summer months when occupancy rates are the highest.
* Ability to use computer skills for advertising, management programs and advanced customer service. Some computer skills that are useful for company growth are: Excel, Word, Photo shop, website development
* Ability to do general maintenance, skills to repair building materials, equipment, landscaping and mowing, weed eating etc.

**How this position is part of the team effort at Connie Winters’ Pet Resort:**

* By assisting the other pet care assistants, groomers, trainers, managers & owner, we can maintain the high level of care, cleanliness, and compassion for the pets that the pet families in the area have come to expect from us.
* Every aspect of the pet’s care rolls over into customer service. Great customer service means return visits which in turn means a more profitable business and more money to roll back into staffing and facilities.

***I have read the above job description and have been given a copy in my employee handbook to refer to at any time. I understand that my reviews will be based on my ability to perform the tasks listed above.***

***Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Witness\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***