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| A picture containing drawing  Description automatically generated | Pet Technician Level 1 |
| **JOB INFORMATION** |
| Title:  | Pet Technician Level 1 |
| Expected Orientation period | 500 hours |
| Employee Group:  | General cleaning and Runner |
| Shift:  | Morning and/ or afternoon as needed |
| Location:  | 335 Winterfield Road, Indiana, PA 15701 |
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| **ORGANIZATION** |
| Entity | Connie Winters’ kennels, INC. d/b/a Connie Winters’ Pet Resort |
| Instructor | Stacy Ghiardi |
| Department  | Cleaning and running all departments |
| Reports To:  | Stacy Ghiardi or senior staff member or Connie Winters |
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| **JOB SUMMARY** |
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| **General Responsibilities** |
| 1. Holds a general knowledge of the operation of CWPR and the care of pets
2. Demonstrates reliability in attendance, punctuality, and task performance
3. Demonstrates respect, professionalism, fairness, and kindness in all interactions with coworkers, supervisory staff, clients, visitors, and vendors
4. Demonstrates a positive attitude and initiative toward job responsibilities
5. Demonstrates a caring, responsible, kind attitude towards all pets in the care of CWPR
6. Completes task efficiently and accurately.
7. Performs scheduled duties on time without frequent reminders
8. Follows directions and suggestions provided by supervisors
9. Works cooperatively with fellow employees and supervisory staff
10. Maintains workspaces in a neat, clean, safe, and orderly manner
11. Reacts promptly and appropriately in emergency situations
12. Treats all information and knowledge about any pet or pet owner, any staff member or any program or project in the work setting with strict confidentiality
13. Participates in any training determined to be necessary and provided by CWPR
14. Complies with all policies and procedures established by CWPR management
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| **Essential Responsibilities** |
| 1. Demonstrates the ability to follow directions with and without supervision
2. Demonstrates the ability to lift objects and pets of at least 5o lbs.
3. Demonstrates the ability to admit and ask for help when a task needs more explanation
4. Demonstrates basic computer skills for charting, timeclock, education, WORD, EXCEL
5. Demonstrates the ability to spell, read, and perform basic mathematics for dilution rates
6. Demonstrates basic cat and dog restraint as needed for moving pets and treatment
7. Demonstrates basic dog training skills for walking on a leash and keeping dog under control
8. Demonstrates measures to maintain safety and ability to follow protocols when handling pets, walking pets, retrieving pets from cabins and safe building protocols to prevent escapes
9. Demonstrates ability to water, feed, and exercise all pets as directed by written and verbal directions
10. Demonstrates the proper use and care of the Hi Pressure cleaning system
11. Demonstrates the proper use and care, and storage of brooms, mops, scrub buckets, scrub brushes and other cleaning tools to maintain a safe neat and clean facility at all times
12. Demonstrates the proper protocols, safety, storage, and dilution rates for all chemicals
13. Demonstrates the proper cleaning techniques for each cleaning surface and the importance of the wet time protocols
14. Demonstrates the protocols for disposal of all animal waste and garbage
15. Demonstrates the correct use of the washer and dryer for laundry and where each item belongs throughout the facility
16. Demonstrates the protocols for washing animal dishes, washing water containers, and cat litters, washing windows both inside and outside of facility
17. Demonstrates ability to follow protocols for marketing bags and literature
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| **QUALIFICATIONS** |
| To perform this job successfully, an individual must be able to perform each responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
| **Education** |
| *Education Level* | *Education Details* |
| High School or GED | \_x\_ Required Preferred |
| \*if still in school must be at least 14 yr. old with working papers |
| **Cognitive Ability**  |
| 1. Ability to communicate effectively with other staff and clients using CWPR preferred terminology
2. Ability to organize and execute tasks in the proper order and follow directed protocol
3. Ability to exercise good judgement
4. Ability to follow written and verbal directions, to read and write in a clear, readable fashion
5. Ability to establish and maintain a good rapport with other staff, management, and clients
6. Ability to refrain from spending time at front desk, when not helping with check-in or check- out of a pet or using computer to clock in or out.
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| **Workplace Expectations** |
| 1. Acknowledges a coworkers’ or management’ verbal or written request and handles them in a friendly and courteous manner
2. Promotes a positive team environment through active cooperation with others
3. Maintains awareness of all CWPR policies and procedures and follows them
4. Shows initiative and works with minimal supervision
5. Responds appropriately to supervision and direction. Expects and accepts verbal or written directives from president or upper management, when policy and procedures are not followed
6. Dress appropriately for the job environment, following policy handbook guidelines
7. Ability to follow directions, and ask for clarification if unsure how to proceed
8. Ability to work independently and make good work-related decisions
9. Ability to appropriately handle confidential information as outlined in policy handbook
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| **Physical Demands** |
| *The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.* |
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| **Physical Demand** | **Rarely** | **Occasionally** | **Frequently** | **Constantly** | **Weight** |
| Driving/Operating Mobile Equipment |  | x |  |  |  |
| Use of Hand Tools (power or manual) |  |  | x |  |  |
| Use of Personal Protective Equipment |  |  | x |  |  |
| Use of Office Equipment (computer, printer, telephone, etc.) |  |  | x |  |  |
| Standing for extended periods of time |  |  |  | x |  |
| Walking for extended periods of time |  |  |  | x |  |
| Crawling with or cuddling pets |  |  |  | x | >175# |
| Being jumped on by dogs |  |  |  | x | >175 # |
| Repeated Bending  |  |  |  | x |  |
| Gripping/Holding pets & materials |  |  |  | x | >175# |
| Reaching (above shoulder/at waist/below waist level) |  |  |  | x |  |
| Hearing (person to person, on the phone, in group settings) |  |  |  | x |  |
| Vision (near, midrange, far, peripheral, depth and color) |  |  |  | x |  |
| Lifting (Weight) pets or materials |  |  |  | x | >60 |
| Carrying (Weight) pets or materials |  |  |  | x | >60 |
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| *The employer recognizes that reasonable accommodations must be made to enable a qualified individual with a disability or disabilities to perform the essential duties and responsibilities of this job.* |