

JOB DESCRIPTION

PET GROOMER

INTRODUCTION

The Pet Groomer provides care, grooming and basic needs to patients who are being groomed, boarded, or who are patients of Companion Animal Hospital. The Pet Groomer is an employee of Companion Animal Hospital and reports directly to the Hospital Manager.

PRIMARY JOB RESPONSIBILITIES

- Observe patient appearance and activity for general physical condition, obvious signs of illness, disease and discontent
- Take charge of and handle patients; as required, properly restrain hard to control animals.
- Admit pets to be groomed noting owner's specific instructions, contact information and pick up time. Ascertain what veterinary services are required to be completed. In accordance with hospital operating instructions determine care required in agreement with the individual needs and circumstances of animals.
- Perform grooming services, including brush, clipping, hand scissoring, trims and shapes dogs' coats to groom dogs using knowledge of canine characteristic, grooming techniques and styles and owner's instructions.
- Provide medicated (when instructed) and general cleansing, parasite control baths, pedicures, medicated dips (when instructed) and ear cleansing, as required for each pet.
- Provide care for patients housed/visiting the hospital; perform work according to established methods specified in hospital procedure manual or following special instructions; report signs of illness, disease, injury or unusual activity to veterinary technicians or veterinarians.
- At the request of the receptionists, admit animals; assure animals receive required veterinary services by properly filling out record; place properly completed cage identification card (pet's name, owner's last name, contact number, grooming instructions) on each animal's cage.
- Perform all general maintenance of grooming space; clean and disinfect cages, tubs, and grooming tables at least once daily; vacuum floor; mop floor; empty trash; clean clipper blades, scissors and brushes after use; perform monthly dryer and clipper maintenance.
- Train, supervise and assist the Grooming Assistant in their performance of a variety of service functions. Set performance standards and monitor performance. Conduct timely performance evaluations.
- Exhibit a technical knowledge of products and medications sold, including dietary products. Demonstrate the ability to explain and educate clients on products and answer their questions regarding product purchase/use.
- Ability to work with chemicals when performing medicated baths and dips. Knowledge of OSHA requirements when handling hazardous chemicals (i.e. medicated shampoos and dips).
- Set grooming fee schedule, enter charges and notes in hospital veterinary software.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Groomer works under the direct supervision of the Veterinary Hospital Manager. Kennel Manager, Veterinary Hospital Manager, Veterinarians and Veterinary Technicians may provide specific instructions for grooming or special sanitary procedures. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor.

SKILLS AND KNOWLEDGE

- Apply knowledge and skills in controlling and/or handling individual animal temperament.
- Ability to gain animal confidence when restraining them for grooming.
- Knowledge of proper methods of animal restraint.
- Knowledge of grooming practices for wide range of small animals, including hand-scissoring skills.
- Ability to place dog on grooming table.
- Knowledge of spelling and meaning of commonly used veterinary terminology in order to accurately enter specific information onto patient records.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments. Understand and carry out oral and written direction.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently required to bend, stand, stoop, walk, sit, talk, and listen, frequently working in a bent position.
- Frequently use hands to manipulate, handle, or feel; will reach with hands and arms.
- Use strength or agility in capturing and restraining stronger, more active animals.
- Frequently lift and/or move up to 40 pounds.
- Occasionally handle dogs weighing up to and over 150 lbs. Assistance will be provided by another Assistant/TECH when working with larger animals.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Follow federal and state animal health laws and regulations including OSHA and DEA.

COMPANION ANIMAL HOSPITAL CORE VALUES

Our team believes in and agrees to **Positivity, Service, Integrity, Communication, and Teamwork** to create a work environment that energizes team members to create value on behalf of our clients and patients.

Positivity – I choose positivity. I am excited about what I do and I will be all in. I will be present and engaged with clients, patients, and team members every day.

Service – I am dedicated to creating an exceptional client experience. I treat clients as partners and advocate for their pets.

Integrity – I am honorable. I respect all living things and I do the right thing when no one is watching.

Communication – I practice direct, honest communication with both clients and team members.

Teamwork – I will work together with my team enhancing each other's strengths and covering each other's weaknesses.

ESSENTIAL FUNCTIONS:

- Receive, handle, restrain, observe and groom patients including providing medicated and general cleansing, parasite control, pedicures, ear cleaning, dips etc.
- Admit patients including inputting data into computer software.
- Strong communication and client service skills including proper use of English, strong listening skills. Considerable tact and diplomacy is required. Ability to work with clients and patients in a professional, friendly, hospitable manner.
- Ability to perform general maintenance of grooming room and yard including cleaning and disinfecting cages, tubs, grooming tables, vacuuming, mopping, emptying trash, cleaning equipment and brushes.
- Ability to work with chemicals when performing medicated baths and dips. Knowledge of OSHA requirements when handling hazardous chemicals (i.e. medicated shampoos and dips).
- Perform general physical activities that require bending, standing, stooping. Reaching, moving from place to place in order to groom and care for patients.
- Frequently lift, carry and handle dogs weighing 50 lbs.
- Regular attendance and timeliness are essential functions in order to fulfill the requirements of this position.