

**JOB TITLE:** Groomer

**REPORTS TO:** Kennel Manager

**SUMMARY:** The Pet Groomer is responsible for providing exceptional grooming care services, techniques, and styles to a variety of dog breeds.

**DUTIES AND RESPONSIBILITIES:**

- Professional grooming techniques for a variety of dog breeds (cats not required, but a definite plus!)
- Perform grooming services including: clipping, combing, trimming, hand scissoring, medicated and general cleansing, parasite control baths, pawdicures, and ear cleansing.
- Perform grooming as requested for each pet using knowledge of canine characteristics, techniques and styles: Reads written or receives oral instructions to determine clipping pattern desired.
- Ability and stamina to groom several dogs per day and perform pet bathing, treatments, and other specialty grooming services in a facility dedicated to the health and well being of our best friends.
- Groom animals utilizing techniques which vary depending on type of hair, coat, breed and owner instructions; bathe and dry animals.
- Enjoys working closely with other team members.

**SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

**QUALIFICATIONS:**

- 1 year of Pet Stylist/Pet Grooming experience
- Excellent verbal communication skills
- Customer Service oriented
- Must be familiar with standard cuts for all breeds, including puppy cuts.
- Must be proficient in hand scissoring techniques, as well as, using various tools of the trade.
- MUST love working with animals.
- Must be a reliable team player with a positive attitude, enthusiastic and must have a great work ethic.
- Must maintain a clean and healthy environment for clients.

**COMPETENCIES:**

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Continually required to stand
- Frequently required to walk
- Continually required to utilize hand and finger dexterity
- Continually required to talk or hear
- Continually exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually moderate
- Specific vision abilities required by this job include: Close vision; Peripheral vision; Depth perception and ability to adjust focus

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*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*