

Date:

Job Title: Kennel Support Staff

Department: Kennel

Reports to: Kennel Manager

FLSA (Overtime) Status: Non-exempt

1. *Job Summary:*

The kennel staff member is responsible for carrying out effective and efficient animal care operations, including routine and emergency procedures related to the care, feeding, bathing, monitoring, medical needs and play activities of dogs in attendance at DogBoy's Dog Ranch.

2. *Major Duties and Responsibilities:*

Responsibilities include the daily execution of activities as assigned including, but not limited to, the following:

- Verify marker board and paper documents match regarding in and out dates and times and grooming requests for departing dogs
- Feed dogs, provide fresh water and administer medications per written instructions and original packaging instructions
- Transport dogs to sprinkler areas for grooming and perform grooming tasks according to grooming requests and special instructions such as sensitive skin needs
- Adhere to selection guidelines and choose play groups for each fenced area, and escort dogs appropriately to and from each assigned play group
- Collect day care dogs and boarding dogs from the office as they arrive, and return later to receive paperwork, medications and belongings that go with each dog
- Clean kennel per proper cleaning procedures including handling of food/water dishes and belongings, sweep and hose down kennels, dump old water and refill with clean water, wash food bowls, towels and blankets, and replace with clean blankets when cleaned dog runs have dried
- Ensure proper posting and handling of arrival/departure/food/firecracker-thunderstorm cards on the outside of each dog run
- Participate in vital change of information between morning and afternoon/evening shift and contribute to ongoing ready room/medication prep activities throughout the day
- Assist in redistribution of play group members at different points in the day, and shovel or rake dog droppings out of all play group areas, and note/initial completed cleaning and other completed actions on boards in Ready Room
- Distribute dogs as needed for feeding time, and ensure head count, matching number to paperwork and marker board in Ready Room, check thermostats and verify that all doors are clipped shut each evening before kennel close
- Mop and clean Ready Room daily

Other duties may be assigned by Management at any time.

3. *Most important skills and abilities:*

- Animal care and handling abilities including a clear understanding of animal behavior
- Ability to work as part of a team and communicate effectively with co-workers including supervisors and peers
- Ability to multitask and switch attention between multiple areas and tasks, some time driven and some in order of priority
- Attention to detail especially with regard to health or other special instructions affecting the safety or quality of animal care
- Ability to adhere to pre-defined work procedures and maintain accurate documentation of work tasks

4. *Required Work Experience:*

- Minimum 6-12 months of experience in an animal care or related support role
- 6-12 months of additional or concurrent customer service experience strongly preferred
- Dog ownership experience strongly preferred

5. *Required Knowledge And Education:*

- Accurate reading, writing, documentation and counting knowledge, and ability to follow a color-coding communication system
- Interpersonal communication skills—verbal and in writing
- Outstanding animal relations abilities and understanding of dog behavior, individually and in pairs or larger groups

6. *Contact with Others:*

Internal Contact

- Daily contact with supervisor and all DogBoy's staff members at all levels, especially at peer level with other kennel staff

External Contact

- Daily contact with incoming and outgoing customers, for example when picking up and returning dogs to main office, or assisting with tours or customer questions

7. *Creativity:*

This position requires creativity in dealing with a wide variety of individuals and dogs of varying temperaments and needs. Creative communication abilities are required to ensure effective interaction with dogs and to ensure information is shared timely and appropriately with other shifts' staff and with Management.

8. Physical Demands:

Visual - the degree to which visual attention is required to do the job in order to detect errors and omissions.

- Job output requires concentrated visual effort for extended periods of time

Physical – the level of physical effort that is required to do the job, including stretching, bending, lifting, or moving materials.

- Job requires a significant amount of continuous physical effort including walking, standing, pulling, shoveling, dog handling, running after a loose dog and lifting of 50+ pounds repeatedly throughout the day

9. Decision Making:

- Typically performs routine or repeated tasks for which prescribed steps and procedures are given. Make decisions which are within known standards that require choices of action within defined limits
- Provides information to individuals responsible for developing recommendations or making decisions

10. Impact of Errors:

- Errors may involve major costs or risks or customer relationships, and could have considerable financial consequences to the current business and/or business relationships

11. Supervision:

This position is not responsible for supervision of other staff

Frequency of supervision received

- The output of this position is reviewed daily

12. Working Conditions:

- This job is typically performed under office working conditions with frequent distractions
- This position is exposed daily to general household cleaning chemicals, excessive noise levels and the risk of biting dogs

This job description is not intended to be all-inclusive, and may be altered and/or amended at any time by management. This job description does not constitute a contract of employment, either expressed or implied, nor does it specify employment for a given period of time.