



Blue Springs

Animal Hospital & Pet Resort

"It's All About Caring"



Professional Groomer Job Description

Blue Springs Animal Hospital & Pet Resort works in partnership with professional groomers to provide high quality grooming services from our facility. Blue Springs Animal Hospital brings to the partnership an established client base eager for the services of a groomer, a beautiful facility, high quality bathing and drying equipment and supplies, and a competent and helpful support staff.

The hospital provides a dedicated grooming area with tables and cages, computerized record keeping and invoicing, 2 small and 2 large bathing tubs with Hydrosurge units, timed drying cages, shampoos, rinses, towels, office supplies and printing, marketing and yellow page ads, telephone, trash and other utilities, liability insurance, a business license, floor and laundry service, draft capture/credit card fee payment, and a support staff to help answer phones and discharge groomed pets. The hospital also offers groomers incentive bonuses, uniforms, a retirement plan, and discounted veterinary services for personal pets.

Professional Groomers associated with Blue Springs Animal Hospital & Pet Resort are expected to provide consistently high quality bathing and grooming services, as their work reflects positively or negatively on our facility. In order to occupy a table in our grooming salon, groomers must open their schedule for enough appointments to perform a specified minimum number of grooms per month.

Groomers must have excellent communication skills and a strong dedication to outstanding client service. Groomers are expected to meet and exceed client's expectations for the quality of service provided from our facility. Groomers must be able to empathize with clients and remain compassionate and well-mannered under all circumstances.

Groomers should have a firm belief in the quality of care provided at Blue Springs Animal Hospital & Pet Resort and communicate this sense of assurance to our clients. Groomers must learn and understand our health requirements for pets boarded or groomed at the facility and be able to clearly communicate these to our clients.

Groomers must have sufficient physical strength, mobility, and stamina to lift and/or move heavy pets and objects, the dexterity and confidence to handle, bathe, and groom pets who may be scared or aggressive, and the ability to monitor pets for signs of distress or disease.

Providing for the comfort of pets and sanitation of the facility by keeping the grooming area clean and odor free is an essential part of the daily routine.

Education and Qualifications

- High School Diploma or further education
- Training and experience grooming common dog breeds
- Employees must be able to read, write legibly, and communicate clearly in English both in person and on the telephone.
- Basic computer literacy including the ability to type on a computer keyboard, use a computer mouse, and view information on a computer screen is required.
- Must be able to read a street map and give directions to the practice
- Employees must have the physical strength and ability to lift and carry a pet or other object weighing up to 50 pounds without assistance. Must be able to assist in lifting patients or other objects weighing more than 50 pounds.

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- Must be able to work energetically for the entire work day. The day does not end until all the scheduled grooms for that day have been completed.
- Groomers must physically hold and safely restrain pets who may struggle, scratch, or try to bite. This requires the emotional ability to remain calm and compassionate with animals who are reacting to fear and/or pain.
- Groomers must be able to operate equipment and use supplies pertinent to carrying out their duties, including but not limited to bathing and drying equipment and cleaning equipment and supplies.

General Job Requirements

- Read and comply with the policies of the Blue Springs Animal Hospital Employee Handbook
- Follow all hospital and pet resort standard procedures and protocols, both current and future, as contained within the training manuals or as written or communicated by doctors or other supervisory staff
- Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone, and actions under all circumstances
- Complete the employee training check lists and participate in performance reviews as requested
- Be teachable and accept performance critiques positively as a means to learn and grow
- Remain flexible and willing to implement new or changing procedures in the future
- Always be in position and ready to work promptly at the start of each work day
- Groomers must be responsible to work the schedule for which they have booked appointments. Excessive tardiness or truancy is disruptive to pet care and client service and can not be accommodated for this position.
- Groomers must maintain accurate records of time worked by clocking in and out for each shift.
- Maintain a neat professional appearance while at work, including a clean and unwrinkled uniform and a name tag.
- Every staff member is responsible to maintain the cleanliness and sanitary condition of the entire hospital, including the parking lot, side walks, and entries. Trash, urine, feces, blood or other such things should be cleaned and sanitized immediately.
- Employees of a veterinary hospital will encounter stressful situations including but not limited to emotional clients, pet emergencies, and managing multiple priorities at once. All staff members must be able to manage stress in order to carry out the duties of the job in a calm and professional manner.
- Employees will interact with many types of pets and should not be overly fearful of unfamiliar animals. All pets must be treated with kindness and respect at all times.
- Follow OSHA standards and be familiar with Material Data Safety Sheets. Occupational hazards may include but are not limited to animal bite or scratch wounds and exposure to x-rays, anesthetic gases, CO2 Laser, caustic or toxic materials, and zoonotic diseases. Employees must follow all safety guidelines contained in the employee handbook and posted in hazardous areas.
- Inform the Hospital Manager or a Doctor immediately of all bite or deep scratch wounds you suffer so that reports can be made and you can be referred for timely medical care by a physician if necessary. Clean all wounds quickly and thoroughly with surgical scrub.
- Learn and use BSAH & PR language and abbreviations for describing common services
- Be willing to volunteer for various salon management tasks or other duties that may be reasonably assigned from time to time
- Attend staff and team meetings; provide advance written notice to the hospital manager if a meeting will be missed; retrieve and study notes from any missed meetings and ask for clarification if anything from the meeting is unclear. Groomers will be paid an hourly wage for meeting time.
- Attend continuing education opportunities if requested
- Follow established security protocols including locking and setting the alarm to ensure the safety and security of patients, staff, and the facility.
- Use your own password identification to enter the practice-management software and your own unique initials or name on all paperwork, Grooming Report Cards, etc to signify your work
- Maintain a pleasant and cooperative attitude toward co-workers. Be willing to help any staff member with a task if requested.
- Maintain confidentiality regarding clients, patients, medical and financial records, and hospital and resort procedures, policies, and protocols.
- Maintain and project a positive attitude about the hospital & pet resort, clients, patients, and co-workers. Avoid gossiping, condemning, judging, and making negative comments or participating in

such discussions. Negative feelings or concerns should be discussed with the Hospital Administrator. Instead of complaining about problems, strive to be part of the solution.

Client Education & Service

Our goal when a client walks in the door is to WOW them with our friendly, professional service. Constantly be looking for ways to creatively accomplish this goal. The following tasks are the bare minimum in providing good customer service:

- Smile, make direct eye contact, and greet clients and patients in a friendly and professional way, making them feel welcome and comfortable. Remember and use the client and pet's name in conversation.
- If the pet's temperament allows, you should touch and talk to the pet within 5 seconds of greeting the client. Make every client and pet feel cared for and special.
- Strive during the course of every client interaction to give a sincere complement or say something nice about them or their pet or children.
- Assist clients by holding doors, helping with rambunctious pets or children, and carrying things when needed.
- Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats and smaller pets are caged. Isolate aggressive pets. Request assistance as needed.
- Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, and ear infections
- Explain and recommend appropriate vaccinations and wellness care
- Recognize the limits of your knowledge. If you are not absolutely confident that you know the answer to a client's question, do not answer it. Ask another staff member for help.
- Be familiar with dog and cat breeds and coat colors.
- Be able to communicate and enforce the hospital's payment policies with poise and tact.
- Give price quotes for boarding, daycare, grooming and hospital services by explaining the services contained in standard estimates and educating the client about the value of following the recommendations.
- Listen actively and convey concern, empathy, and compassion to clients.
- Conduct tours of the salon and/or kennel. Before each tour, ensure that the facility is orderly and that staff and pets are prepared for tours.
- Be patient, polite, and compassionate with a client who is emotional or discourteous.
- Respond with polite and genuine concern to client complaints or comments regarding their bill or their service. Immediately remove loudly complaining or angry clients to a private area. If a client is unhappy with a groom and communicates this on a feedback form or through another staff member, the groomer must call the client.

Groomers are expected to satisfy the client to the best of their ability. This may mean clearing up a miscommunication, touching up the groom for free and/or getting it right the next time, or refunding the client's money and asking them to try another groomer at our facility for their next groom.

Telephone Skills

- Respond to telephone calls promptly in a courteous and friendly manner.
- If a call must be placed on hold, ask for the callers permission: "Can you hold, please?" Wait for the caller's response and thank them before placing them on hold.
- Callers should not be left on hold without checking back with them for more than 2 minutes. The phone will start to beep after the caller has been on hold for 1 minute.
- Smile while answering and talking on the phone to enhance the friendly quality of your voice.
- Use the caller and pet's name in conversations to personalize the interaction
- Learn and be able to efficiently use the telephone system features such as hold, paging, and voice mail.
- Be familiar with hospital and pet resort policies, prices, and health requirements in order to convey value when communicating fee estimates to clients or potential clients on the phone
- Politely ask the client if they would like to schedule an appointment/reservation after giving a fee estimate. Schedule appointments for the hospital and pet resort boarding and grooming
- Be able to recognize if a caller has an emergency situation and respond appropriately. If in doubt, ask. Real emergencies should be directed to come to the hospital immediately. Non-emergencies should be scheduled an appointment as soon as possible.

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Computer Skills & Record Keeping

- Turn computer terminals on and off as needed.
- Invoice grooming fees, flea control, and products in the computer.
- Maintain your appointment schedule within the computerized appointment book
- Note and interpret reference screens within animal and client information screens, and add information to the reference screens when needed.
- Be able to read and update patient reminder screens to ensure that pets are up to date on the health requirements to be admitted to the salon
- Maintain a record within the notes field of the blade used and any special instructions regarding the groom so it may be accessed at future visits.
- Offer to make a follow up appointment for all grooms to get them on a regular grooming schedule

Grooming Admissions and Discharges

- A designated groomer will be available on a rotational basis each morning promptly at 7 AM to admit grooms for the day. An hourly wage will be paid to the early groomer from 7-8 AM to admit pets for all the groomers. All groomers are expected to take turns as the early person unless special consideration has been made. The other groomers are expected to arrive early enough to complete their grooms by the time promised to their clients.
- Know and be able to communicate the health requirements for pets to be groomed or admitted to the Hospital or Pet Resort.
- Note and follow through on any special instructions given by the client. Make sure every pet is uniquely identified with a cage card.
- Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room and having them examined by a doctor prior to admitting them to the hospital or pet resort areas where they may have contact with other pets.
- Take custody of pets from clients. Restrain dogs with the practice's leashes and return the client's leash to the client.
- Process paperwork for grooms who need to see a doctor while here for the day. Make sure the pet is identified and is written on the hospital treatment board.
- All grooms should have a completed Grooming Report Card to go home.
- If the pet also has Discharge Instructions or an Exam Checklist from the hospital, present this to the client and answer questions if you know the answers. Request assistance if you need further information.
- Make sure pets go home with all medications, products, and personal items.
- If you will be leaving before the pet will be going home, you must communicate and go over the Grooming Report Card with the Pet Resort Counselor who will be discharging the pet for you.

Pet Handling and Care

- Keep pets safely restrained and under your control at all times.
- Learn and report symptoms that indicate a pet may be ill.
- Observe and report ear infections, skin problems, lumps, skin tumors or other problems noted during the groom to the owner. Ask if they would like for one of our veterinarians to examine the pet while they are here or to set up an appointment on a future day.
- Learn to safely handle fearful/aggressive pets with compassion and respect
- If a dog will be staying all day, provide an opportunity for them to have a drink of water at least once during the day. Walk them outside on a leash mid-day to allow them to eliminate.
- Monitor pets and kennels/cages for urine, feces, vomit or other messes. When noted, clean up immediately.

Bathing and Grooming

- Perform nail trims on all grooms with the traditional nail clippers and/or Dremel tool.
- Clean and flush the ears unless declined by the client.
- Bathe pets thoroughly using the Hydro Surge Bathing system and dryers according to written procedures. Small or thin coated dogs or cats may be bathed and/or dried by hand rather than with the Hydro Surge and dryers.
- Properly apply flea treatments such as Frontline and Revolution if needed.
- Provide breed specific standard grooms and/or follow client instructions so pets are groomed to the specifications and satisfaction of the client.

Cleaning and Stocking Duties

- The entire facility must be kept clean and odor free at all times. Pet messes should be cleaned up immediately with cleaning solution to eliminate odor.
- Provide clean and sanitary facilities for pets including kennels, litter boxes, dryers, and tubs. Clean and sanitize water dishes and litter boxes every day or more often if needed
- Know all the cleaning products used, including their safe handling and proper use.
- Complete items on the Daily Checklist every day
- Complete items on Weekly & Monthly Cleaning list as time allows.
- Monitor and add items that need to be restocked to the want lists

Employees are expected to act in the best interest of the hospital, even if doing so requires actions or responsibilities not specifically listed in the job description.

The job description is subject to addition, subtraction, or revision by management as needed.

Worker Status for Payroll Over Time Considerations: Commission

I have read and understand the qualifications and requirements for the job I am accepting at Blue Springs Animal Hospital and Pet Resort. By signing below I testify that I have the educational qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand that the signing of this job description does not in any way create or constitute an employment contract or change my "at will" employment status under Missouri laws.

Date: _____ Employee Signature: _____