

Grooming Stylist – Beau’s Pet Hotel

Position Level	Team Member	Department	Commercial Operations
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Operations Manager, Beau’s Pet Hotel	Date Revised	April 2018

■ Position Level Descriptor

An individual at the Grooming Stylist level is accountable for their own performance and contributes to team performance. People at the Grooming Stylist level may have people reporting to them on a day to day basis.

■ Position Summary

The role of Grooming Stylist is to provide consistently high quality pet grooming services and exceptional customer service and education to our clients at Beau’s Pet Hotel. The Grooming Stylist will work closely with other members of the Beau’s Pet Hotel team to ensure the standards of care expected are maintained for every animal in boarding, doggy daycare, training and grooming services.

■ Position Responsibilities

Key Responsibilities

- Provide high quality pet grooming services across a variety of breeds, including bathing, drying, nail clipping, ear cleaning, brushing, combing, de-sheds, sanitary trims, stripping, scissoring, full clips, parasite control and other ‘a la carte’ grooming services as required
- Provide excellent customer service and education that not only meets the client’s expectations, but exceeds it
- Complete clips to a high standard as per client requests
- Show advanced scissoring techniques
- Appropriate manage and provide client education for pets with matted and knotted hair
- Proper use and maintenance of the grooming salon and equipment and management of a maintenance schedule
- Accurate selection of appropriate shampoos, conditioners and colognes for each pet
- Correct selection of appropriate drying techniques due to hair type and behaviour
- Use of patient and positive reinforcement techniques in all grooming services
- Appropriate animal handling, restraint and safe transport of animals in and around the facility
- Monitoring of pets health and wellbeing whilst being groomed and immediately change tact should any animal experience distress or health concerns - Refer to your supervisor if required
- Updating grooming, client and pet records in the kennel management system (KMS)
- Request help with animals, when required

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- Have a good understanding of basic dog anatomy
- Maintain an advanced understanding of zoonotic and skin diseases and how to manage them
- Work with the Concierge in managing grooming bookings, check ins/outs, re-bookings, payments and developing client pre-booking schedules
- Promote and drive grooming sales, upselling and add-ons
- Proactively achieving grooming KPI's set by the General Manager
- Lead by example with all staff, particularly any junior staff that may be employed to assist in the grooming salon
- Positively and effectively communicate with all internal and external stakeholders
- Continually work to improve processes and procedures in the grooming salon
- Participate in performance reviews and development plans
- Ensure the salon is kept clean and sanitised at all times
- Management and reordering of salon consumables and other resources and advising the Operations Manager on stock levels
- Strict adherence and use of PPE where required
- Strictly follow WH&S standards and requirements and report any near misses or safety hazards to the Operations Manager
- Correct reporting and management of incidents including filling in incident report forms
- Manage incidents and client complaints with compassion and concern and refer to the Operations Manager where required
- Help and / or work across different areas of the business, as required
- Other relevant related tasks, as required.

■ Position Selection Criteria

General Competencies

- Demonstrated experience in the pet grooming industry with proven experience in animal handling
- Demonstrated ability to undertake long periods of physical labour, bending, lifting, squatting and kneeling.
- Ability to lift animals and resources up to 20kg. Follow WH&S policies in correct lifting techniques and use assistance where required
- Proven ability to effectively use precision or semi-precision tools or instruments as deft hand movements are required
- Exposure to hair, dust, noises and odours and must be free from animal related allergies
- Highly reliable, organised, self-motivated, enthusiastic and mature minded
- Ability and desire to have flexibility in working arrangements and hours and be able to work weekend or holiday shifts
- Ability to apply sound computer skills as you will be trained to use our kennel management system
- Sound animal welfare ethics and emotional maturity
- Excellent verbal, written and time management skills

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Essential Competencies

- Demonstrated grooming experience with established knowledge of grooming operations
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour
- Excellent knowledge and management skills for common pet medical conditions
- Proven ability to work with animals that may display unpredictable or adverse behavioural traits
- Ability to strictly follow policies and procedures regarding WH&S, zoonotic diseases, controlled drugs, chemical use and body waste products
- Ability to strictly follow animal handling procedures as failure to do so may result in scratches, bites, lacerations and/or other injuries.
- Abide by Beau's policies and procedures and animal welfare standards.
- Demonstrated ability to work unsupervised and as part of a team
- Excellent customer service, communication and problem solving skills
- Demonstrated success in building grooming sales and achieving KPI targets
- A willingness to develop and learn new grooming techniques and work across different areas of the business as required
- Ability to prioritise and manage conflicting priorities
- Commitment to follow Beau's strategic plans and company values

Qualifications/Licences/Special Conditions

- Relevant tertiary qualifications in Pet Grooming strongly preferred
- Human First Aid Certificate is desirable
- Exposure to hair, dust, noises and odours and must be free from animal related allergies

Core Leadership/Behavioral Capabilities

- **Strategic Direction:** Discusses strategies with their management personnel to develop an understanding of their impact on the day to day operations of the Team
- **Change:** Responds positively and effectively to change and encourages and supports others to respond positively to change and the future directions of the organisation. Assist self and others to overcome resistance to change.
- **Commercial Awareness:** Demonstrates a range of capabilities appropriate to the position, in areas such as commercial awareness, financial competence and business performance reporting to ensure sound decision making.
- **Customer Service:** Builds effective relationships with a range of key stakeholders and works successfully with diverse groups.
- **Team Participation:** Collaboratively works with team members to encourage, support and motivate team performance and looks for opportunities to reinforce, reward and celebrate achievements.
- **Positive Disposition:** Models professionalism, adopts high ethical and professional standards, commands attention and respect, and instils confidence needed to succeed; builds trust among team members.
- **Self-Awareness:** Understands own strengths and weaknesses as well as impact on others; is open to feedback from others.
- **Personal Well-Being:** Exhibits a personal energy to achieve success, balances work priorities with personal life so that neither is neglected; maintains healthy lifestyle.

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■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements , where required
- Adhere to Guide Dogs SA/NT as a smoke free workplace. This includes buildings, vehicles and events.
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

Signature

Print Name

/ /

Approved by Manager

Signature

/ /

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■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Playing our part in making this an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.