

## Animal Attendant Level 2 – Beau’s Pet Hotel

Position Level	Team Member	Department	Beau’s Pet Hotel
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	March 2019

### ■ Position Level Descriptor

An individual at the Animal Attendant Level 2 is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

### ■ Position Summary

The role of Animal Attendant Level 2 is to provide exceptional care to dogs, cats and other small animals attending Beau’s Pet Hotel. The Animal Attendant will work closely with their Team Leader and other members of the Beau’s Pet Hotel team to ensure the standards of care expected are maintained for every pet guest.

### ■ Position Responsibilities

#### Key Responsibilities

- Preparation, cleaning and sanitising of kennel suites, cat condos and other enclosures / areas as required
- Efficient removal and management of waste products and sanitation of waste areas
- Basic grooming in the form of bathing, drying, brushing, combing, nail clipping & parasite control for pets in boarding,
- Preparation of food, cleaning and sanitation of bowls and delivery of food to pets
- Feeding standard and specialised diets as required
- Provision of routine mental & physical enrichment activities and specialised care to all pet guests
- Completing laundry duties where required
- Maintain clean, tidy and sanitised kitchen, preparation areas, cabinets and storage units
- Use positive reinforcement methods in interacting, moving and restraint of pets
- Report all stock level requirements to the Team Leader
- Provide safe movement of pets in and around the facility
- Safe management of pet guest personal items
- Carefully monitor pets mental and physical health and wellbeing at Beau’s Pet Hotel and immediately advise your Team Leader should any concerns arise
- Report WH&S concerns, incidents and near misses to your Team Leader
- Work in animal isolation areas when required
- Adhere to Guide Dogs / Beau’s Privacy Policy
- Take photos of pet clients for marketing/social media

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- Protect dogs from distress or injury caused by other dogs
- Handling all dogs properly and with compassion at all times, regardless of situation or circumstances
- Develop, maintain and update client and pet records in the records management system, adhering to Beau's Privacy Policy.
- Perform basic First Aid to animals where required
- Participate in performance reviews and development plans
- Any other relevant related tasks, as required.

## Level 2 Responsibilities

- Provide support to the professional grooming service including bathing, drying, brushing/combing and clipping
- Administering medications to pets as required, under supervision
- Completing the check in and check out process for pet guests
- Process credit card, EFT and cash payments and update the Kennel Management System (KMS) accordingly
- Provide exceptional customer service to clients during drop off and pick up of their pets
- Provide tours to members of the public showcasing the facilities available and referring customers to the Customer Service Team for bookings
- Transport of sick or injured animals to the Vet as required, liaise with the Vet and communicate accurate information with Team Leader on shift regarding the welfare of the animal
- Safe management of dogs in and group environments
- Ensure dogs are managed and supervised at all times
- Make process improvement suggestions and implement solutions

## ■ Position Selection Criteria

### General Competencies

- Proven 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
- Highly reliable, organised, self-motivated, enthusiastic and mature minded
- Ability to be flexible in working arrangements and hours and be able to work weekend or holiday shifts
- Demonstrated sound computer skills as you will be trained to use our records management system
- Sound animal welfare ethics and emotional maturity
- Sound knowledge and understanding of dog behaviour
- Excellent verbal, written and time management skills

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## Essential Competencies

- Demonstrated experience working with animals in a pet boarding facility with proven knowledge of kennel/cattery operations
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour
- Demonstrated ability and knowledge of positive reinforcement methods
- 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 supervised, unsupervised and as part of a team
- Excellent customer service, communication and problem solving skills
- A willingness to work across different areas of the business as required
- Knowledge of Code of Practice for the Operation of Boarding Establishments

## Qualifications/Licences/Special Conditions

- Relevant tertiary qualifications, in Companion Animal Care (Cert III or above) or a related discipline (or currently completing), strongly preferred
- Formal dog training or grooming qualifications are desirable
- Experience in a dog daycare facility is desirable
- Exposure to hair, dust, noises and odours and must be free from animal related allergies

## Core Leadership/Behavioural Capabilities

- **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 / Beau's Pet Hotel 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.

Accepted by Employee:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

/ /

Approved by Manager

\_\_\_\_\_  
Signature

/ /

# Position Description PD937 v2.1

## ■ 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.