

Grooming Assistant

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| Position Level | Team Member | Department | Beau's Pet Hotel |
| Location | Adelaide | Direct/Indirect Reports | Nil |
| Reports to | Customer Service Team Leader – Beau's Pet Hotel | | |

■ Position Level Descriptor

An individual at the Team Member level 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 Grooming Assistant at Beau's Pet Hotel is to provide support to the grooming stylists in the delivery of high quality grooming services to customers and their pets. The position assists with washing, drying, basic grooming, cleaning of grooming room, animal handling and providing excellent customer service.

■ Position Responsibilities

Key Responsibilities

- Greet customers in reception, collect pets and return in reception, taking instructions from customers and pass on advice from groomers.
- Bathing and drying dogs including ear, eye and hygiene cleaning.
- Brushing out coats.
- Maintain cleanliness of the grooming room during shift and ensure animal waste is removed.
- Clean baths, floors, grooming equipment and tables at the end of the day.
- Undertake, basic grooming including clipping, scissoring, nail trimming, hygiene clipping. Ongoing training will be provided.
- 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 Gingre.
- Request help with animals, when required.
- Work with the Customer Service 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.
- Positively and effectively communicate with all internal and external stakeholders.
- Working with the team 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.
- Notify Team Leader when salon consumables and stock levels are low.
- Report incidents and client complaints to the Team Leader and Operations Supervisor.
- Promote and contribute to a positive work culture that is aligned to Guide Dogs SA/NT Values.
- Other relevant related tasks, as required, including deployment to other areas of Beau's Pet Hotel to meet operational demands.

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Strict adherence and use of PPE where required and directed.
- Strictly follow WH&S standards and requirements and report any near misses or safety hazards to the Operations Manager.
- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Experience in a grooming salon desirable.
- Demonstrated bathing, drying and brushing experience.
- Good understanding of basic dog anatomy.
- Basic knowledge and understanding of zoonotic and skin diseases and how to manage them.
- Knowledge of dog breeds.
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour and proven ability working with animals with unpredictable or adverse behavioural traits.
- Knowledge and management skills for common pet medical conditions.
- Understanding of and ability to follow procedures regarding WHS, zoonotic diseases, controlled drugs, chemical use and body waste products.
- Abide by Beau's policies and procedures and animal welfare and handling standards.
- Demonstrated ability to work unsupervised and as part of a team.
- Excellent customer service, communication and problem solving skills.
- 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.

General Competencies

- Demonstrated ability to undertake long periods of physical labour, bending, lifting, squatting and kneeling.
- Ability to lift animals and resources up to 20kg, follow WHS policies in correct lifting techniques and use assistance where 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.
- Sound animal welfare ethics and emotional maturity.
- Excellent verbal, written and time management skills.

Qualifications/Licenses

- Completed or currently studying Certificate II in Animal studies or other relevant tertiary studies and or demonstrated experience.

■ 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 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

■ 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 | Creating 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.