



*“Our mission is to provide a complete package of services to build the relationship between dog and owner by giving dogs the best quality of life possible with the most freedom and exercise.”*

**JOB TITLE:** Groomer

**JOB LEVEL:** Commission

**REPORTS TO:** Team Manager

**JOB SUMMARY:**

This grooming professional must be capable of providing high level customer communication, grooming excellence, and teamwork behaviors surrounding the grooming and bathing service.

**ESSENTIAL DUTIES & RESPONSIBILITIES** include the following:

**Leadership:** Helps other team members with grooming and bathing difficulties, and demonstrates professional grooming behavior. Demonstrates a positive attitude.

**Teamwork:** Cleans up after the work is performed, asks others around them if any help is needed. Demonstrates teamwork attitude beyond their own grooming tasks.

**Operations:** Executes the daily grooms with positivity, efficiency, safety, and communicates with clients in a helpful and caring attitude.

- ✓ Handling dogs of all sizes, breeds, ages, and temperaments
- ✓ Maintaining a safe environment for dogs at all times
- ✓ Making sure they have absolute control of every dog that is under their supervision
- ✓ Being forceful at times and willing to learn and improve their skills all the time
- ✓ Making sure dogs are healthy, attended to, and clean
- ✓ Bringing dogs up to the front when being picked up, moving them between pens as needed.
- ✓ Cleaning the facility
- ✓ Managing your own time and workload with regards to the dog schedule, cleaning, and bathing
- ✓ Taking the initiative. If you see something needing to get done, you get it done.
- ✓ Bathing dogs as needed

**Customer Service:** When in the lobby for any reason taking the initiative to say hi and smile at anyone every time including when collecting an owner’s dog up for pickup or drop off.



**Innovation:** Work with management to identify improvements to the daily plan and operational procedures.

**Other Duties as Assigned:** To respond with flexibility to the needs of the business – both internally and externally – by addressing important tasks when observed or requested by management.

#### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Planning (daily understanding of the shift)
- ✓ Organization (operate efficiently)
- ✓ Operations execution (trust the plan, make adjustments as necessary, work with manager)
- ✓ Coaching and Training (build the team with encouragement and help regardless of experience level)
- ✓ Scheduling (on-time attendance, advanced notice of absences, dog reservations planning, exit baths)
- ✓ Reporting (working with managers to identify concerns)
- ✓ Communications (professional and caring internally and externally)
- ✓ Conflict resolution (providing grace, patience, and positivity. Address concerns professionally)

#### **EDUCATION AND/OR EXPERIENCE:**

- ✓ Canine bathing experience required. We will train in grooming skillset in-house.
- ✓ Experience in successfully and consistently implementing Shared Values

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Lift 50 lbs.
- ✓ Vocal capacity to yell commands to canines when necessary
- ✓ Standing and walking for considerable periods of time
- ✓ Working outdoors during all seasons
- ✓ Ability to move quickly

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Behaviors, odors, and nuances corresponding with canines
- ✓ Frequent interaction with dogs
- ✓ Frequent interaction with customers and other team members
- ✓ Working indoors and outdoors
- ✓ Occasional loud environments

#### **SAFETY/PERSONAL PROTECTIVE EQUIPMENT (PPE):**

Adhere to company safety policy / practices and standard operating procedure.



## MISSION AND VALUES

### Living our Mission (why we exist)

“Our mission is to provide a complete package of services to build the relationship between dog and owner by giving dogs the best quality of life possible with the most freedom and exercise.”

### Living our Shared Values (how we conduct ourselves)

Shared values define “how we go about our work together”. At Fetchers we have unique values that define our culture of performance and service to customers.

**Fetchers Values Preamble:** As a company our business practices will be characterized by an abiding respect for appropriately applied business principles. We understand this to mean that our activities will be conducted in a manner that is legal, ethical, moral and healthy to our physical and spiritual life of every team member, customer, supplier and competitor.

**Honesty:** We will communicate clearly and respectfully among team members which will make each person's daily tasks easier. We speak truth to dog owners regarding their dogs' positive or negative attributes and will help their dog reach its full potential and build trust between owners and Fetchers team.

**Teamwork:** We spend much of our lives in the workplace. Genuine caring, friendship, fun and camaraderie are valued parts of the Fetchers culture. We value relationships and will demonstrate respect for each other as we serve and perform as a team.

**Humility:** We will exhibit authentic caring attitudes and a willingness to go above and beyond for others without an expectation of reciprocity. We will be quick to acknowledge team successes and point out the accomplishments of other team members. Each team member is important and valued.

**Initiative:** Service is the core of our business and we pursue excellence in this area. We value initiative, hard work and commitment. We continually apply operational improvements and learning that will improve the Fetchers brand promise for our customers.

**Professionalism:** We employ highly competent team members and encourage continual learning to keep pace with changes in our business, practices, job responsibilities and services that we offer. We expect emotional intelligence in our team members to deal with situations that will naturally arise as we interact with people in our business.

## CONFIDENTIAL INFORMATION:

The team member in this position may have access to various reports and records which may be considered customer or Fetcher's confidential. None of this confidential material or information may be disclosed in any form outside of the Company by the employee either during or after employment with Fetchers.

### NOTE:

Changes in this job description may occur at any time. This job description is not to be considered or construed to be a contract of employment.