



Position Description

POSITION TITLE: Grooming Manager

DEPARTMENT: Grooming

CLASSIFICATION: Non-exempt

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Chief Financial Officer

POSITIONS SUPERVISED: None

Position Summary

Oversee the daily operation of the KHS Grooming Shop, schedule appointments, maintain appearance of client and shelter pets as scheduled.

Job Responsibilities

Customer Service:

- Provide timely, polite, and respectful internal and external customer service regardless of the circumstances.
- Work directly with clients and their pets, demonstrate excellent listening/observation skills, remain flexible and follow client requests/needs.
- Provide recognition and support to volunteers for their individual contributions to our agency.
- Assure that every individual who enters our agency is recognized and treated as a potential donor.

Daily Operations

- Oversee the daily operation of the KHS Pet Grooming salon.
- Responsible for scheduling, confirming appointments, performing grooming services that meet or exceed the reasonable expectations of KHS clients and meet the needs of the population of pets in the care of KHS.
- Inventory, order and stock appropriate supplies and equipment to assure pet needs are met
- Maintain grooming facility and equipment.

Grooming

- Demonstrated proficiency in all aspects of pet grooming including but not limited to mat removal, bathing, trimming, sanitary care, nail trims and the humane, kind and compassionate handling of all pets.
- Groomer must provide their own shears, clippers, blades and grooming tools.

Qualifications

- High School Diploma or equivalent
- 2 years experience grooming dogs and cats
- Membership/certification with the National Dog Groomers Association of America, International Professional Groomers and/or the International Society for Canine Cosmetologists preferred.
- Must have mastered finishing bathing, proficiently grooms dogs and cats and is capable of performing/learning breed specific trims.
- Respect for the human animal bond is a must!
- May require work on holidays and weekends.
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PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

TALKING: Ability to speak effectively and communicate clearly,

AVERAGE HEARING: Able to hear average conversations

REPETITIVE MOTION: The employee is regularly required to type, stand, sit, kneel, and squat.

FINGER DEXTERITY: The employee is regularly required to use hands to type.

AVERAGE VISION: Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHYSICAL STRENGTH:

- Physical restraining of small and large animals 5lb to 100lb (on occasion)
- Pulled/jolted/jumped on by small and large animals 5lb to 100lb (on occasion)
- Lifting, carrying, pushing, pulling, throwing of 5lb to 100lb (on occasion)
- Stooping to pick up items

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Provide excellent customer service, flexibility, good conflict resolution skills, make decision independently, must have respect for the human/animal bond. Ability to deal with a variety of variables under only limited standardization.

Required to manage awkward, emotional, and sometimes hostile customers for the best customer service possible.

MATHEMATICS ABILITY: Ability to add, subtract, multiply and divide in all units of measure using whole numbers and common fractions.

LANGUAGE ABILITY: Ability to read, analyze, and interpret documents.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.