

## **RIVERSIDE PET GROOMING**

### **JOB DESCRIPTION (HAT) POSITION OF RECEPTIONIST/PET BATHER 030417**

In its commitment to long-term expansion and enhanced service to customers and community, Riverside Grooming's (Company) standards of employee skill, competence and teamwork are and shall remain among the highest in the field.

Thus, for the position of Receptionist/Pet Bather, the employee must perform the following Receptionist skills and actions per company Standard Operating Procedures: receive, check in/out customers' pets, manage company's point of sale POS software, keep proper records, perform cleaning duties, set up / closing procedures, answer phones and help answer questions for callers as well as other correspondences, including email, postcards, handing out literature, educating clients on our services, selling upgrades and merchandise, monitoring daily production, helping to decorate pets, assist in promoting the business, charging credit cards and cash sales.

Pet Bather duties include: properly bath dogs and cats, per Company's high standards by applying proper restraint techniques, knowledge of pet safety, shampoos and bathing products, de-shedding systems, trimming toenails, expressing anal glands, cleaning ears, brushing, combing, drying, fluff drying, stocking bathing products, cleaning bathing area grooming area or outdoor areas, assisting Groomers as needed and maintaining paperwork to record one's daily production, to the end that "Beautifully Bathed, Happy, Healthy Pets to the Owners' Expectations" are produced of at high quantity and volume. In addition, there may be duties, such as stocking inventory, typing data-entry, helping with promotional actions to help expand Company. Statistics are to be tracked daily and weekly. This is your production record and it will help the Management to monitor how every employee and every section of the company is progressing.

In addition to the technical knowledge, experience and competence required of a Receptionist/Pet Bather, Company's employees must also possess personal aptitude to solving problems, high intelligence, perseverance, orderliness, responsibility, drive toward and satisfaction at the attainment of goals, calmness and endurance under stressful conditions, consistency and predictability in the regular attendance to duty, individual initiative as well as participation in group efforts, correct estimation of specific circumstances and an absence of unconstructive or ill-considered criticism, fairness, empathy and appreciation toward fellow workers and effective communications skills.

In keeping with these job requirements, Company utilizes application forms, interview procedures and pre-employment non-medical, non-psychological testing regimens that will assist the company to determine whether applicants possess the skills, competency and above personal attributes necessary to meet the company's performance standards. Applicants for Receptionist/Pet Bather position may undergo such screening procedures.

Personnel Director, Riverside Grooming