

## RIVERSIDE PET GROOMING

### JOB DESCRIPTION (HAT) POSITION OF PET GROOMER 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 Pet Groomer, the employee must properly bath and groom dogs and cats, per Company's high standards by applying proper restraint techniques, knowledge of pet safety, shampoos and bathing products and procedures, de-shedding systems, toenail trimming, expressing anal glands, cleaning ears, brushing, combing, drying, fluff-drying, clippering, scissoring, stocking bathing products, cleaning bathing area, grooming area or outdoor areas, assisting other Groomers as needed and maintaining paperwork to record one's daily production, to the end that "Happy, Healthy Pets, Beautifully Groomed to the Owners' Expectations" are produced of at high quantity and volume. A Pet Groomer must be knowledgeable of all AKC dog breeds, customer service duties, charging out clients (credit card, checks, cash), answering phones and helping clients to get the most value from their visit. Additionally, there may be duties such as stocking inventory, typing data-entry and/or helping with promotional actions to help expand Company. Company does expect its staff to become familiar with our retail products and educational materials, in order to help clients purchase products which are needed and wanted.

A Pet Groomer must own and maintain a complete tool kit, such as clippers, blades, scissors, hemostats, combs, brushes and nail filing tools. By "complete" it is meant that groomers tools shall be vast enough to groom a dog or cat start to finish using tools owned by groomer and not Riverside Grooming tools.

In addition to the technical knowledge, experience and competence required of a Pet Groomer, 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. 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 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 Pet Grooming position may undergo such screening procedures.

Personnel Director, Riverside Grooming