

JOB DESCRIPTION

KENNEL ASSISTANT



INTRODUCTION

The Kennel Assistant functions include, but are not limited to, providing the care and basic needs of animals being groomed, boarded or that are patients of Companion Animal Hospital, including cleaning of cages and runs and ward areas and the proper feeding and care of all boarding and hospitalized animals. The Kennel Assistant operates under the supervision of the Kennel Manager, Hospital Manager and Medical Director.

PRIMARY JOB RESPONSIBILITIES

- Observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Properly handle patients as required and appropriately restrain patients as directed.
- Walk hospitalized and boarded dogs several times a day according to hospital protocol to provide exercise and time for elimination of bowels and bladder.
- Socialize and exercise boarders in a safe manner at all times.
- Bathe, groom and provide Tender Loving Care to boarded and hospitalized patients.
- Provide care for pet housed/visiting the hospital. Report signs of illness, disease, injury or unusual activity to animal health technicians/veterinarians.
- Apply knowledge of normal food and liquid requirements of animals. As required, provide special food and liquids.
- Discharge and admit patients at the request of receptionists, practitioners and veterinary assistants and technicians. Ensure that patients/boarders are clean and fresh smelling prior to discharge.
- Under the supervision of veterinarians or technicians, assist with the administration of medications, post-operative care or preparation of samples for laboratory examination, collect specimens, clean instruments, fill prescriptions as authorized.
- Ensure that cages and patients are properly numbered and identified and that personal property (toys, treats, blankets, leashes) are stored in the proper area and identified.
- Clean, disinfect and maintain kennels, cages, runs and litter boxes as often as is necessary to ensure no cages or kennels are soiled and odors are not apparent. Perform general cleaning in other areas of the hospital to control the spread of disease. Wash and sterilize water and food bowls.
- Wear personal protective equipment required for the area and maintain the personal protective equipment in good working order.
- Launder and dry towels and blankets.
- Patrol hospital grounds daily, picking up any trash and stool material. Empty trash.
- Groom animals utilizing techniques that vary depending on type of hair, coat, breed and owner instructions. Bathe and dry animals. As required, perform pedicures.
- Collect any samples requested by the doctor or technician.
- Know proper animal restraint techniques, assist with patient restraint.
- Deep cleaning of entire hospital.
- Clean and maintain lab and surgical supplies and equipment, when needed.

- Record information such as feeding schedules, appearance, behavior of patients that are boarded, groomed or hospitalized.
- Exhibit a technical knowledge of products and medications sold, including dietary products. Demonstrate the ability to explain and educate clients on products and answer their questions regarding product purchase/use.
- Clean bathrooms daily.
- Vacuum and mop entire hospital daily.
- Work well with all employees and ensure that your actions support the hospital, the doctors and the practice philosophy.
- Notify supervisor of needed maintenance.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Kennel Assistant works under the direct supervision of the Kennel Manager and Hospital Manager who will indicate general assignments, limitations and priorities. Practitioners/animal health technicians provide specific instructions in giving medications, feeding specific diets or following special sanitary procedures. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor.

SKILLS AND KNOWLEDGE

- Knowledge of hospital procedures outlined in the employee manual as well as those that are implied (reasonable expectations).
- Knowledge of spelling and meaning of commonly used veterinary terminology in order to accurately enter specific information onto patient records.
- Apply knowledge and skills in controlling/handling individual animal temperament.
- Ability to gain animal confidence when restraining them for transport, grooming and/or treatment.
- Knowledge of proper methods of animal restraint.
- Knowledge of basic grooming practices for wide range of small animals.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments. Understand and carry out oral and written direction.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Ability to use cleaning materials and equipment with skill and efficiency.
- Ability to perform moderately heavy physical labor.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently required to bend, stand, stoop, walk, sit, talk, and listen, frequently working in a bent position.
- Frequently use hands to manipulate, handle, or feel; will reach with hands and arms.
- Use strength or agility in capturing and restraining stronger, more active animals.
- Occasionally lift and/or move up to 50 pounds.
- Occasionally handle dogs weighing up to and over 150 lbs. Assistance will be provided by another team member when working with larger animals.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive pets; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Work is normally performed inside; some outside work is required.

Follow federal and state animal health laws and regulations including OSHA and DEA.

COMPANION ANIMAL HOSPITAL CORE VALUES

Our team believes in and agrees to **Positivity, Service, Integrity, Communication, and Teamwork** to create a work environment that energizes team members to create value on behalf of our clients and patients.

Positivity – I choose positivity. I am excited about what I do and I will be all in. I will be present and engaged with clients, patients, and team members every day.

Service – I am dedicated to creating an exceptional client experience. I treat clients as partners and advocate for their pets.

Integrity – I am honorable. I respect all living things and I do the right thing when no one is watching.

Communication – I practice direct, honest communication with both clients and team members.

Teamwork – I will work together with my team enhancing each other's strengths and covering each other's weaknesses.

ESSENTIAL FUNCTIONS:

- Ability handle and to restrain animals using appropriate procedures.
- Ability to walk animals.
- Ability to clean and maintain kennels, cages, runs and stalls Perform general cleaning in treatment, reception and surgery rooms to control the spread of disease, Wash and sterilize water and food bowls.
- Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Ability to work with clients, coworkers and patients in a professional, friendly, hospitable manner.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Frequently lift, carry dogs weighing 50 lbs. Walk and handle dogs weighing up to 150 lbs.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Occasionally lift, carry and handle dogs weighing 40 lbs.