Position Description
Animal Groomer

Reports to	PetVille Store Manager	Business unit	Commercial	Direct reports	Volunteers

Role Purpose

The Animal Groomer provides a professionally skilled grooming service to customers through the provision of excellent clipping, brushing, nail clipping, bathing, flea treatment and deodorising. This role also provides excellent customer service to retail and boarding customers to ensure the needs of customers are achieved, positive animal outcomes reached, and revenue opportunities are maximised.

Key Responsibilities

- Adhere to defined workplace health and safety and injury management policies and procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace. Assist in the identification of hazards, assessments of risks and implementation of risk control measures to protect own health and safety and to avoid adversely the health and safety of any other person.
- Provide high quality grooming services through provision of excellent clipping, brushing, nail clipping, bathing, flea treatment and deodorising, and ensuring a positive grooming experience for the animal and a positive customer service experience for the animal's owner.
- Interact with animals using positive reinforcement and prescribed animal handling techniques.
- Build an effective team by leading and managing volunteers; identify clear work functions, assign tasks and monitor performance against business objectives and ensure a high level of professional service is provided.
- Housekeeping is maintained in dog grooming salon; work area is kept clean and tidy, and work tools are kept in good working order.
- Assist with formulating, reviewing and implementing policies, procedures and processes. Train and monitor volunteers to ensure compliance. Model Leadership behaviour that supports compliance.
- Acknowledge members of the public and volunteers promptly when you see them to ensure they feel welcomed to the store.
- Assist members of the public to navigate the boarding, retail and adoption processes.
- Facilitate adoptions accurately.
- Make bookings and check animals in and out for boarding accurately.
- Educate members of the public regarding responsible pet care and animal welfare.
- Maintain exceptional personal presentation standards at all times.
- Implement up-selling and cross-promotion products and services initiatives to improve quality of life for animals and increase revenue opportunities.
- Provide an engaging, educational customer experience to maximise repeat customers and customer referrals.
- Ensure the integrity of shelter databases (e.g. ShelterMate, Petexec) to enable accurate, secure and timely reporting and analysis of PetVille operations and to meet reporting obligations.
- Identify animals with signs of illness, injury or behavioural problems, advise relevant manager immediately of concerns.
- Complete accurate animal record keeping on relevant paperwork, within the required timeframe.
- Undertake additional duties to meet operational requirements as requested by the Store Manager.

Key relationships

Internal - Store Manager, Petville staff and volunteers, Commercial Development Manager.

External - Suppliers, customers and members of the public, external vets

Key Competencies

Team Work - Builds and maintains effective teams by resolving problems, and creating a supportive and collaborative team spirit through using appropriate interpersonal styles and methods that inspires and guides volunteers to meet business objectives. Maintains a positive can-do mindset and influences others positively.

Communication - Verbal and written communication is consistently friendly and respectful, as well as clear and concise. Speaks with pace and tone that aids understanding. Applies active listening skills by checking for understanding. Coaches and guides volunteers towards desired outcomes. Communicates what is expected, and provides developmental feedback and recognition.

Resilience - Continues to perform effectively when faced with time pressures, adversity, disappointment, or opposition. Remains focused, composed, and optimistic in difficult situations and bounces back from setbacks or disappointment.

Customer Service - Proactively develops customer relationships (both internal and external) by making an effort to meet and continuously improve customer satisfaction. Demonstrates empathy and compassion in sensitive and stressful situations. Shows concern for the needs and expectations of customers, and make them a high priority.

Delivering Results - Responds to change with a positive attitude and a willingness to learn new ways to accomplish work and meet objectives. Ability to multitask and manage time effectively to achieve goals and complete tasks within the specified timeframes. Takes initiative to be flexible in behaviour and/or approach to work to make improvements and meet operational requirements.

Expectations

It is expected that all RSPCA South Australia employees will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA South Australia's Values and Behavioural statements.
  - ✓ Compassion – we are empathetic, caring and considerate.
  - ✓ Courage – we are brave and determined to stand by our principles.
  - ✓ Integrity – we are ethical, honest and transparent with ourselves, our supporters and the community.
  - ✓ Leadership – we are the driving force to motivate and inspire positive change in animal welfare.
  - ✓ Achievement – we are focussed on our objectives and continuously strive towards our goals.
  - ✓ Collaboration – we work as a team and foster partnerships to maximise outcomes.
  - ✓ Innovation – we are creative and daring in our thinking – we seek new ideas and new ways.
- Understand and work in accordance with RSPCA South Australia's Policies and Procedures.
- Have a sincere commitment to animal welfare.

Experience and knowledge

- Qualification in Dog Grooming, or equivalent experience.
- At least one year experience grooming animals.
- A broad knowledge of the care and welfare of companion animals.

Requirements

- Work over a 7-day roster, which may include public holidays.