



Kennel Assistant Job Description

Job Summary:

The job of the kennel assistant entails several important aspects of our pet hotel (the *Bed 'n Bark Inn*), animal care and treatment, customer service, and pet hotel cleanliness. This position is supervised directly by the Pet Hotel Manager and the Kennel Supervisor. Weekend and holiday hours are required and must be able to lift 50 lbs.

Responsibilities:

Animal Care Responsibilities:

- Walking pets being boarded.
- Providing play stimulation.
- Feeding and caring for animals who are guests at the Pet Hotel.
- Cleaning dog dens and cat condos.
- Snow removal for K-9 Grass and patios.
- Knowledge of contagious diseases.
- Maintaining safety when walking pets and opening cages.
- Maintaining a high standard of patient care.
- Restraining animals, when necessary.
- Assisting the managers, technicians, and other kennel assistants when asked to do so.
- Bathing and nail trims for canine guests.

Customer Service Responsibilities:

- Assisting Pet Hotel Manager with filing and maintaining charts.
- Maintaining appropriate record keeping.
- Assisting clients with multiple pets.
- Bringing up patients to reception following discharge instructions.
- Maintaining compassion, sympathy, and professionalism during high-stress situations.

Cleanliness Responsibilities:

Preparing food and serving it to the pet guests; removing the feeding bowls after eating and putting them in the dishwasher; walking pet guests according to the daily schedule; cleaning dog dens and cat condos; vacuuming; mopping; changing garbage; dusting; following daily, weekly and monthly task lists; cleaning and maintaining all sinks; maintaining litter boxes and cat guests; laundry; proper dilutions for cleaning solutions; cleaning windows and doors; replenishing supplies (including paper towels, garbage bags, air fresheners); alerting the manager of any issues related to the pet guests; following all safety regulations to ensure the safety of the guests, as well as personal safety; and overall maintenance (both inside and outside the hotel) of the sights, smells and sounds of the hotel.

Equal Employment Opportunity:

It is the policy of HART for Animals to afford equal opportunities to all applicants and employees regardless of race, color, religion, sex, national origin, age, non-disqualifying disability, or status as a disabled or Vietnam era veteran.