



## **JOB DESCRIPTION**

### **Kennel Team Member**

#### **CORE VALUES**

- ***PROVIDE outstanding patient care, client satisfaction, and the highest level of medicine to maintain practice health and status in the community.***
- ***RESPECT our co-workers and clients by engaging in honest, forthright, issue oriented and civil dialogue in a professional manner.***
- ***ACCOUNTABLE to our clients and co-workers by embracing professional behavior and work ethics. ADVOCATE for our patients and their families with empathy.***
- ***RESOLVE issues by being proactive thus demonstrating positive thinking, creativeness, and enthusiasm.***
- ***EDUCATE/ELEVATE team members and clients to promote and attain success in every aspect of our organization.***

#### **Position Overview**

The purpose of this position is to provide for the daily care of boarding and day-care pets. This includes feeding, watering, cleaning, walking, bathing, medicating, and monitoring the wellbeing of dogs and cats. This position requires a love of animals and the ability to warmly welcome and compassionately care for a wide variety of pets.

Kennel Team members use excellent communication and client-service skills to admit and discharge pets and reassure nervous clients that their pets will be well cared for. Kennel team members demonstrate professional and courteous behavior toward clients and coworkers while handling multiple tasks, even during many interruptions.

Kennel team members empathize with clients and remain compassionate and well-mannered if a client becomes emotional or discourteous. They strongly believe in the quality of care provided and communicate this sense of assurance to clients. Kennel team members understand services and health recommendations for boarders and day-care pets and clearly communicate them to clients when admitting pets.

The Kennel Team Member administers medications to and bathes pets, including those that are fearful and/or aggressive. The Team Member monitors pets for signs of distress or disease and provides for the comfort of pets and sanitation of the facility by keeping the kennel area and grounds clean and odor-free.

Must be able to withstand unpleasant odors and noises. May be exposed to bites, scratches, animal waste, and contagious diseases.

## **Requirements**

- Education equivalent to the completion of the 12th grade.
- Must be 18 years of age or older.
- Phone systems and computer skills.
- Availability to occasionally work uncommon hours and overtime and to be recalled in emergency situations.
- Excellent animal-handling skills, including the confidence and dexterity to administer medications to and bathe animals.
- Ability to properly restrain patients.
- Ability to complete assigned tasks in the time allotted without direct supervision.
- Demonstrated ability to show empathy toward clients and treat animals with respect and compassion.
- Excellent interpersonal communication skills.
- A commitment to outstanding client service.
- Ability to lift objects weighing 50 pounds without assistance and objects weighing more than 50 pounds with assistance.
- Ability to stay on task and work energetically for entire shift, sometimes exceeding 10 hours per day.
- One year or more of experience in a veterinary hospital.

## **Reporting Structure**

Directly reports to Kennel Team Coordinator.

## **Primary Responsibilities**

### ***General***

- Understands and applies hospital policies and procedures.
- Keeps kennel and grounds clean, disinfected, orderly, and clutter-free.
- Removes trash, sweeps, and mops daily.
- Launders bedding, surgical linens, and all clinic laundry.
- Stocks supplies as needed.
- Attends staff and departmental meetings.
- Performs other duties as required.

### ***Client Relations***

- Answers the telephone by third ring in courteous and friendly manner.
- Properly admits and releases all patients for the boarding kennel.
- Answers phone shoppers' questions, establishing value associated with the services the facility provides.
- Makes appointments and reservations for all boarding patients.
- Obtains accurate health and vaccination history for all boarding patients.
- Obtains information from owner regarding pet's medical needs in the computer and is able to document appropriately forms and agreements.
- Obtains and documents information regarding accurate medications and administration, for the other members of the boarding staff.

## ***Client Relations (continued)***

- Places appointment-reminder phone calls, and provides clients with pre-appointment information or instructions.
- Recommends additional services to clients, such as extra exercise time, treats, etc.
- Prepares paperwork for boarding patients.
- Ensures client information is current via phone or in person.

## ***Cash Handling/Accurate Keying***

- Informs client of payment policies.
- Receives and accurately records client payments on the weekends.

## ***Animal Care***

- Provides compassionate patient care, including keeping patients clean, dry, and comfortable and alerting hospital to changes in patients' condition while boarding.
- Medicates patients and logs medication data in computer and patient file.
- Records weight at admit and every other day during stay.
- Applies name band to patient at admit and removes before release.
- Puts pets in secure cage with water and attaches necessary paperwork (Boarding Agreement and Appetite Sheet).
- Plays with pets during daily playtimes.
- Notes any concerns about pets' medical condition, and contacts clients to obtain permission for medical treatment.
- Cleans and disinfects runs and cages daily.
- Walks, feeds, and medicates (as instructed) animals, and logs that data daily.
- Monitors and logs daily urination and defecation habits and any occurrence of vomiting or diarrhea.
- Bathes, trims nails of, and brushes out patients as per policy.

## ***Personal Conduct***

- Adheres to all hospital policies, standards, and procedures, including but not limited to uniforms, grooming, smoking, and personal calls, as stated in the hospital procedures manual.
- Serves as a representative of the hospital, displaying courtesy, tact, consideration, and a positive attitude in all interactions with clients, patients, and other staff members.
- Demonstrates initiative in everyday duties by seeking other kennel work during down times, assisting other employees, and filling in for other employees as needed.
- Adheres to the posted work schedule. Arrives for work promptly and begins work at the start time. Follows hospital policies for reporting lateness or absences.
- Organizes work area and exercises time-management skills to maximize personal efficiency.
- Prioritizes tasks and handles multiple tasks in a calm, organized manner.

Please Print Clearly

# APPLICATION FOR EMPLOYMENT

Company Name \_\_\_\_\_ Date \_\_\_\_\_

**Please Answer All Questions. Résumés Are Not A Substitute For A Completed Application.**

**We are an equal opportunity employer. Applicants are considered for positions without regard to veteran status, uniformed servicemember status, race, color, religion, sex, national origin, age, physical or mental disability, genetic information or any other category protected by applicable federal, state, or local laws.**

**For Rhode Island Employers Only:** This Company is subject to the Workers' Compensation laws of the State of Rhode Island.\*

THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.

Position Applied For \_\_\_\_\_ (list only one) Name \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_ - \_\_\_\_\_ Alternate/Cellular Telephone Number ( ) \_\_\_\_\_ - \_\_\_\_\_

Present Address \_\_\_\_\_

Street, Apartment, or Unit Number

How long have you lived there \_\_\_\_/\_\_\_\_ Years/Months

City

State

Zip

Email Address (optional) \_\_\_\_\_ Desired Salary/Hourly Rate \_\_\_\_\_

If under the age of 18, can you produce the necessary work certificate at the time of employment? Yes  No

Type of employment desired? Full-time  Part-time  (Specify Hours) \_\_\_\_\_

Are you willing to work overtime? Yes  No  Date on which you can start work if hired \_\_\_\_\_

Have you previously applied for employment with this Company? Yes  No

If Yes, when and where did you apply? \_\_\_\_\_

Have you ever been employed by this Company? Yes  No

If Yes, provide dates of employment, location and reason for separation from employment. \_\_\_\_\_

If applicable, below list any other names by which you have been known which may be necessary to allow us to confirm your work and educational record. For example, change of name, use of an assumed name, nickname, etc.

Education	School Name and Location (Address, City, State)	Course of Study or Major	Graduate? Y or N	# of Years Completed	Honors Received
High School					
College					
Graduate/ Professional					
Trade or Correspondence					

## WORK EXPERIENCE

Please list the names of your present and/or previous employers in chronological order with present or most recent employer listed first. Provide information for at least the most recent ten (10) year period. Attach additional sheets if needed. If self-employed, supply firm name and business references. You may include any verifiable work performed on a volunteer basis, internships, or military service. Your failure to completely respond to each inquiry may disqualify you for consideration from employment. Do not answer "see résumé."

Employer

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<b>Name</b>	<b>Address</b>	<b>Type of Business</b>
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Telephone ( \_\_\_\_ ) \_\_\_\_\_ Dates Employed From \_\_\_\_/\_\_\_\_/\_\_\_\_ To \_\_\_\_/\_\_\_\_/\_\_\_\_

Job Title \_\_\_\_\_ Duties \_\_\_\_\_

Supervisor's Name \_\_\_\_\_ May we contact?  Yes  No If No, why not? \_\_\_\_\_

Wages Start \_\_\_\_\_ Final \_\_\_\_\_ Reason for Leaving? \_\_\_\_\_

What will this employer say was the reason your employment terminated? \_\_\_\_\_

Were you ever disciplined? If so, for what? \_\_\_\_\_

How much notice did you give when resigning? If none, explain. \_\_\_\_\_

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Employer

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<b>Name</b>	<b>Address</b>	<b>Type of Business</b>
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Telephone ( \_\_\_\_ ) \_\_\_\_\_ Dates Employed From \_\_\_\_/\_\_\_\_/\_\_\_\_ To \_\_\_\_/\_\_\_\_/\_\_\_\_

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Supervisor's Name \_\_\_\_\_ May we contact?  Yes  No If No, why not? \_\_\_\_\_

Wages Start \_\_\_\_\_ Final \_\_\_\_\_ Reason for Leaving? \_\_\_\_\_

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Were you ever disciplined? If so, for what? \_\_\_\_\_

How much notice did you give when resigning? If none, explain. \_\_\_\_\_

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Have you ever been terminated or asked to resign from any job?  Yes  No If Yes how many times? \_\_\_\_\_

Has your employment ever been terminated by mutual agreement?  Yes  No If Yes how many times? \_\_\_\_\_

Have you ever been given the choice to resign rather than be terminated?  Yes  No If Yes how many times? \_\_\_\_\_

If you answered Yes to any of the above three questions, please explain the circumstances of each occasion.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**REFERENCES** [Optional]

Please list the names of additional work-related references we may contact. Individuals with no prior work experience may list school or volunteer-related references.

NAME	POSITION	COMPANY	WORK RELATIONSHIP (i.e. supervisor, co-worker)	TELEPHONE

Please list the names of personal references (not previous employers or relatives) who you know that we may contact.

NAME	OCCUPATION	ADDRESS	TELEPHONE	NUMBER OF YEARS KNOWN

**DRIVING INFORMATION [Optional]** (Complete only if driving is an essential function of the job for which you are applying).

Do you have a current valid driver's license?  Yes  No If yes, License No.: \_\_\_\_\_ State: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

If you do not have a driver's license for the state in which you currently reside, why not?

\_\_\_\_\_

Has your license ever been suspended or revoked?  Yes  No

If yes, explain:

\_\_\_\_\_

Do you have personal automobile insurance?  Yes  No

If no, explain:

\_\_\_\_\_

Have you ever been denied personal automobile insurance or has it ever been terminated or suspended?  Yes  No If yes, explain:

\_\_\_\_\_

Please list all moving traffic violations in the last five (5) years:

OFFENSE	DATE	LOCATION	COMMENTS

## APPLICANT CERTIFICATION

I understand and agree that if driving is a requirement of the job for which I am applying, my employment and/or continued employment is contingent on possessing a valid driver's license for the state in which I reside and automobile liability insurance in an amount equal to the minimum required by the state where I reside.

I understand that the Company may now have, or may establish, a drug-free workplace or drug and/or alcohol testing program consistent with applicable federal, state, and local law. If the Company has such a program and I am offered a conditional offer of employment, I understand that if a pre-employment (post-offer) drug and/or alcohol test is positive, the employment offer may be withdrawn. I agree to work under the conditions requiring a drug-free workplace, consistent with applicable federal, state, and local law. I also understand that all employees of the location, pursuant to the Company's policy and federal, state, and local law, may be subject to urinalysis and/or blood screening or other medically recognized tests designed to detect the presence of alcohol or illegal or controlled drugs. If employed, I understand that the taking of alcohol and/or drug tests is a condition of continual employment and I agree to undergo alcohol and drug testing consistent with the Company's policies and applicable federal, state, and local law.

If employed by the Company, I understand and agree that the Company, to the extent permitted by federal, state, and local law, may exercise its right, without prior warning or notice, to conduct investigations of property (including, but not limited to, files, lockers, desks, vehicles, and computers) and, in certain circumstances, my personal property.

I understand and agree that as a condition of employment and to the extent permitted by federal, state, and local law, I may be required to sign a confidentiality, restrictive covenant, and/or conflict of interest statement.

I certify that all the information on this application, my résumé, or any supporting documents I may present during any interview is and will be complete and accurate to the best of my knowledge. I understand that any falsification, misrepresentation, or omission of any information may result in disqualification from consideration for employment or, if employed, disciplinary action, up to and including immediate dismissal.

**THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS APPLICATION OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY APPLICANT FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE PRESIDENT OF THE COMPANY. IF HIRED, I AGREE TO CONFORM TO THE RULES AND REGULATIONS OF THE COMPANY, AND I UNDERSTAND THAT THE COMPANY HAS COMPLETE DISCRETION TO MODIFY SUCH RULES AND REGULATIONS AT ANY TIME, EXCEPT THAT IT WILL NOT MODIFY ITS POLICY OF EMPLOYMENT AT-WILL.**

I authorize the Company or its agents to confirm all statements contained in this application and/or résumé as it relates to the position I am seeking to the extent permitted by federal, state, or local law. I agree to complete any requisite authorization forms for the background investigation which may be permitted by federal, state and/or local law. If applicable and allowed by law, I will receive separate written notification regarding the Company's intent to obtain "consumer reports."

I authorize and consent to, without reservation, any party or agency contacted by this employer to furnish the above-mentioned information. I hereby release, discharge, and hold harmless, to the extent permitted by federal, state, and local law, any party delivering information to the Company or its duly authorized representative pursuant to this authorization from any liability, claims, charges, or causes of action which I may have as a result of the delivery or disclosure of the above requested information. I hereby release from liability the Company and its representative for seeking such information and all other persons, corporations, or organizations furnishing such information. Further, if hired, I authorize the company to provide truthful information concerning my employment to future employers and hold the company harmless for providing such information.

If hired by this Company, I understand that I will be required to provide genuine documentation establishing my identity and eligibility to be legally employed in the United States by this Company. I also understand this Company employs only individuals who are legally eligible to work in the United States.

THIS APPLICATION WILL BE CONSIDERED ACTIVE FOR A MAXIMUM OF SIXTY (60) DAYS. IF YOU WISH TO BE CONSIDERED FOR EMPLOYMENT AFTER THAT TIME, YOU MUST REAPPLY.

I CERTIFY THAT ALL OF THE INFORMATION THAT I HAVE PROVIDED ON THIS APPLICATION IS TRUE, ACCURATE, AND COMPLETE.

DO NOT SIGN UNTIL YOU HAVE READ ALL OF THE INFORMATION CONTAINED IN THE APPLICATION.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

If the applicant is a minor, the foregoing release and consent must be signed by the applicant's parent or legal guardian. Signature by the applicant's parent or legal guardian constitutes acknowledgement by the applicant and the parent or legal guardian that the Company, to the extent permitted by federal, state, and local law, can test the applicant for illegal or controlled substances, conduct inspections of property without notice, and communicate test results to Company personnel who need to know, the applicant, and the applicant's legal guardian.

\_\_\_\_\_  
**Parent/Legal Guardian**

\_\_\_\_\_  
**Witness**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

**UNDER MARYLAND LAW, AN EMPLOYER MAY NOT REQUIRE OR DEMAND, AS A CONDITION OF EMPLOYMENT, PROSPECTIVE EMPLOYMENT, OR CONTINUED EMPLOYMENT, THAT AN INDIVIDUAL SUBMIT TO OR TAKE A LIE DETECTOR, POLYGRAPH, OR SIMILAR TEST. AN EMPLOYER WHO VIOLATES THIS LAW IS GUILTY OF A MISDEMEANOR AND SUBJECT TO A FINE NOT EXCEEDING \$100. I have read and understand the above statement.**

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

IT IS UNLAWFUL IN MASSACHUSETTS TO REQUIRE OR ADMINISTER A LIE DETECTOR TEST AS A CONDITION OF EMPLOYMENT OR CONTINUED EMPLOYMENT. AN EMPLOYER WHO VIOLATES THIS LAW SHALL BE SUBJECT TO CRIMINAL PENALTIES AND CIVIL LIABILITY.

**FOR CALIFORNIA APPLICANTS ONLY:** BY CHECKING THIS BOX, I WAIVE MY RIGHT TO RECEIVE A COPY OF ANY PUBLIC RECORD OBTAINED BY THE COMPANY FOR EMPLOYMENT PURPOSES THROUGH AN INTERNAL INVESTIGATION.

FEDERAL AND/OR STATE LAW MAY PROHIBIT THE USE OF LIE DETECTOR, POLYGRAPH OR SIMILAR TEST AS WELL.

THIS APPLICATION MAY NOT BE SUFFICIENT FOR ALL INDUSTRIES OR APPROPRIATE FOR USE IN ALL LOCALITIES.

\*This employment application not appropriate for use by Rhode Island employers exempt from the state's Workers' Compensation laws.