

Grooming Stylist - Beau's Pet Hotel

Position Level	Team Member	Department	Commercial Operations
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Team Leader, Customer Services. Beau's Pet Hotel		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The role of Grooming Stylist is to provide consistently high quality pet grooming services and exceptional customer service and education to our clients at Beau's Pet Hotel. The Grooming Stylist will work closely with other members of the Beau's Pet Hotel team to ensure the standards of care expected are maintained for every animal in boarding, doggy daycare, training and grooming services.

■ Position Responsibilities

Key Responsibilities

- Provide high quality pet grooming services across a variety of breeds, including bathing, drying, nail clipping, ear cleaning, brushing, combing, de-sheds, sanitary trims, stripping, scissoring, full clips, parasite control and other 'a la carte' grooming services as required
- Provide excellent customer service and education that not only meets the client's expectations, but exceeds it
- Complete clips to a high standard as per client requests
- Show advanced scissoring techniques
- Appropriately manage and provide client education for pets with matted and knotted hair
- Proper use and maintenance of the grooming salon and equipment and management of a maintenance schedule
- Accurate selection of appropriate shampoos, conditioners and colognes for each pet
- Correct selection of appropriate drying techniques due to hair type and behaviour

- Use of patient and positive reinforcement techniques in all grooming services
- Appropriate animal handling, restraint and safe transport of animals in and around the facility
- Monitoring of pets health and wellbeing whilst being groomed and immediately change tact should any animal experience distress or health concerns - Refer to your supervisor if required
- Updating grooming, client and pet records in the kennel management system (KMS)
- Request help with animals, when required
- Have a good understanding of basic dog anatomy
- Maintain an advanced understanding of zoonotic and skin diseases and how to manage them
- Work with the Concierge in managing grooming bookings, check ins/outs, re-bookings, payments and developing client pre-booking schedules
- Promote and drive grooming sales, upselling and add-ons
- Proactively achieving grooming KPI's set by the General Manager
- Lead by example with all staff, particularly any junior staff that may be employed to assist in the grooming salon
- Positively and effectively communicate with all internal and external stakeholders
- Continually work to improve processes and procedures in the grooming salon
- Participate in performance reviews and development plans
- Ensure the salon is kept clean and sanitised at all times
- Management and reordering of salon consumables and other resources and advising the Operations Manager on stock levels
- Strict adherence and use of PPE where required
- Strictly follow WH&S standards and requirements and report any near misses or safety hazards to the Operations Manager
- Correct reporting and management of incidents including filling in incident report forms
- Manage incidents and client complaints with compassion and concern and refer to the Operations Manager where required
- Help and / or work across different areas of the business, as required
- Other relevant related tasks, as required.

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;

- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Demonstrated grooming experience with established knowledge of grooming operations
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour
- Excellent knowledge and management skills for common pet medical conditions
- Proven ability to work with animals that may display unpredictable or adverse behavioural traits
- Ability to strictly follow policies and procedures regarding WHS, zoonotic diseases, controlled drugs, chemical use and body waste products
- Ability to strictly follow animal handling procedures as failure to do so may result in scratches, bites, lacerations and/or other injuries.
- Abide by Beau's policies and procedures and animal welfare standards.
- Demonstrated ability to work unsupervised and as part of a team
- Excellent customer service, communication and problem solving skills
- Demonstrated success in building grooming sales and achieving KPI targets
- A willingness to develop and learn new grooming techniques and work across different areas of the business as required
- Ability to prioritise and manage conflicting priorities

- Commitment to follow Beau's strategic plans and company values

General Competencies

- Demonstrated ability to undertake long periods of physical labour, bending, lifting, squatting and kneeling.
- Ability to lift animals and resources up to 20kg, follow WHS policies in correct lifting techniques and use assistance where required
- Proven ability to effectively use precision or semi-precision tools or instruments as deft hand movements are required
- Exposure to hair, dust, noises and odours and must be free from animal related allergies
- Highly reliable, organised, self-motivated, enthusiastic and mature minded
- Ability and desire to have flexibility in working arrangements and hours and be able to work weekend or holiday shifts
- Ability to apply sound computer skills as you will be trained to use our kennel management system
- Sound animal welfare ethics and emotional maturity
- Excellent verbal, written and time management skills

Qualifications/Licences

- Relevant tertiary qualifications in Pet Grooming strongly preferred

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

_____/_____/_____
Signature Print Name

Approved by Manager

_____/_____/_____
Signature

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Playing our part in making this an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.