

## WellHaven Pet Health

### Job Description

### Groomer

#### Job Summary

The Groomer is responsible for providing basic professional grooming services to patients as requested by customers while ensuring the safety and well-being of each pet.

#### Key Responsibilities

##### *Main Accountabilities:*

- Provide prompt and courteous service to all customers and their pets
- Perform a range of grooming services, including bathing, coat/fur trimming, nail trims, brushing, and ear cleaning
- Organize grooming area of the hospital, restock supplies in an orderly manner, and notify the team when supplies are running low or need to be reordered
- Contribute to the day-to-day flow and efficiency of the hospital
- Advocate for and demonstrate a commitment to animal welfare
- Create and maintain a clean, neat, and safe grooming area

##### *Customer Service Delivery:*

- Consistently provide professional, efficient, and exceptional service
- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients Effectively adapt to individual clients and their needs
- Effectively adapt to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

##### *Other:*

- Adhere to OSHA standards and regulations as outlined in company policies
- Ability to perform other job duties as assigned
- Follow hospital protocols to maintain a sterile, clean, organized environment

#### Required Skills and Knowledge

##### *Ability to:*

- Takes own initiative
- Advocate for the success of the hospital
- Work independently and exercise good judgment
- Multi-task effectively
- Remain action-oriented and effectively set priorities
- Learn new computer software systems (EMR, Scheduling, etc.)

*Experience/Knowledge in:*

- Handling and restraining dogs, cats, and exotic animals
- Providing basic animal care, bathing, grooming, and monitoring for signs of distress or illness
- Broad knowledge of animal breeds (cats & dogs)

*Demonstrates:*

- High level of accountability
- Strong organizational and efficiency skills
- Willing to adapt and learn new things

**Education and Experience**

- High school diploma or equivalent
- Licensed groomer or equivalent
- 2+ years of related grooming experience

**Work Location, Environment, and Physical Requirements**

- The Groomer position is performed onsite at our hospital or at an approved offsite event location. Remote work is not available for his position
- Hospital environment includes limited space, smells from pet waste, and noise (barking, etc.)
- Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, operate equipment, and read information
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Ability to lift 50+ pounds
- Able to stand, walk, stoop, kneel, crouch, and climb
- May routinely be exposed to pets that may bite or scratch, biological hazards, anesthesia medications (smells), radiation if near Xray machine, prescription medications, including controlled substances

**Equal Opportunity Employer – Commitment to Diversity**

WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

In accordance with federal, state, and local law, WellHaven may provide reasonable accommodation to known physical or mental limitations of applicants during the hiring process and to an otherwise qualified employee with a disability unless the accommodation would impose an undue hardship on WellHaven. For more information, please contact WellHaven HR at [HR@wellhaven.com](mailto:HR@wellhaven.com).