

## **Pet Care Technician Job Description**

### General Summary of Job

The Pet Care Technician is responsible for the supervision, control and management of daycare dogs and ensuring the safety of the playgroup. The technician will also be assigned care of other animals boarding at the facility. Additionally, the technician is responsible for the maintenance and cleaning of the playrooms as well as other areas of the facility as assigned. The Pet Care Technician works under the supervision of the Pack Leader on Duty when present, and reports to the Pack Leader on Duty.

### Primary Duties

#### 1. Dog Management

- a. Interact with dogs in playgroups using appropriate toys and tools to ensure safe levels of play and minimizing stress levels of all dogs in playgroup. Maintain visual observation of dogs at all times and spread attention and play among all dogs in playgroup.
- b. Control level of play by following dog management and control procedures and instructions provided by managers or senior pet care technicians.
- c. Use proper dog handling techniques including use of slip leads to move dogs if necessary.
- d. Use proper dog introduction procedures when integrating dogs into playgroups.
- e. Use appropriate praise and dog correction methods.
- f. Ensure you know all dogs in playgroup and can properly identify them and know important behavior traits. If not, request assistance from senior pet care technicians or a pack leader. Never make assumptions! Use ID collars to identify dogs that are similar in appearance.
- g. Watch all new dogs carefully and immediately consult with other technicians if you have concerns. For all dogs in playgroup; report any unusual behavior, or eliminations and injuries to the other technicians, office staff, or managers immediately.
- h. Review special needs list and manage dogs as instructed. Complete health checks and other record keeping duties as required.
- i. Maintain playroom as instructed.
- j. Ensure staff members that relieve you for break or shift change know all dogs in group; the special needs dog status and any unusual behaviors or concerns you have been managing during your shift.
- k. Request back-up coverage prior to leaving the playgroup floor.
- l. Use proper procedures when moving dogs to outdoor play yard and returning to indoor playrooms.
- m. Review information on whiteboard in communication area before start of shift and comply with instructions. Review dog profile of any new dogs prior to starting shift. Ask questions if you are not sure.
- n. Complete dog incident reports timely when required. If you are not sure whether a report is required check with Pack Leader.

- o. Complete maintenance or repair reports as needed. Immediately report any out of stock items to the office staff and notify other techs of missing items.
- 2. Floater and Cleaning Duties
  - a. Complete floater duties like picking up the yards, cleaning as needed, and keeping water full. Advise management of any incomplete duties that will need attention from the overnight staff.
  - b. Complete cleaning duties as assigned and indicate proper completion by informing the next shift.
  - c. Report supplies needed to manager and leave a note prior to running completely out of item.
- 3. Other animal care duties
  - a. Provide care or potty breaks to other dogs as assigned (puppies, groom dogs, standard dog walks. etc).
- 4. Overnight management
  - a. Review overnight tasks, dog board and review dog profiles upon arrival. Clarify any concerns prior to tech or management leaving for day. It is the responsibility of the office staff, leaving tech, and overnight staff to ensure all appropriate information is given.
  - b. Read all run cards and ensure all dogs' needs are met.
  - c. Maintain safety of all dogs during shift.
  - d. In the event of a dog incident or emergency contact management at home immediately. If you do not reach them, contact a Pack Leader. If no one is reached follow emergency procedures. Also check to ensure no dogs are causing damage to the facility or any other property. It is the responsibility of the overnight staff to stop destruction before it becomes severe.
  - e. Enforce our policies regarding approved drop-off and pick-up times. Contact management to approve an unexpected client drop-off. Do not allow unknown persons into property after hours. Staff visitors are not allowed in premises after hours without prior approval from management.
  - f. In the event you note unknown persons on the grounds that are disturbing you and/or dogs or damaging property, call the police. If immediate danger is a concern, call 911, if not use the police non-emergency number. Complete an incident report for management.
- 5. Other duties as assigned

## Job & Equipment Requirements

*Check items that apply*

<input checked="" type="checkbox"/>	Writing	<input checked="" type="checkbox"/>	Bending	<input checked="" type="checkbox"/>	Standing
<input checked="" type="checkbox"/>	Reading	<input checked="" type="checkbox"/>	Typing	<input checked="" type="checkbox"/>	Hearing
	Proofreading		Data Input	<input checked="" type="checkbox"/>	Walking
	Traveling	<input checked="" type="checkbox"/>	Manual Dexterity		Driving
	Lifting:		Carrying:		Other List Below:
	Up to 10 lbs		Up to 10 lbs		
	11 – 20 lbs		11 – 20 lbs		
<input checked="" type="checkbox"/>	Over 25 lbs	<input checked="" type="checkbox"/>	Over 25 lbs		

<input checked="" type="checkbox"/>	Personal Computer		Telephone		Other List Below:
	Adding Machine	<input checked="" type="checkbox"/>	2-Way Radio	<input checked="" type="checkbox"/>	Vacuum Cleaner
	Calculator		Automobile		

## Minimum Experience, Skills, Certification or Academic Background Required

1. High school graduate or GED preferred
2. Good oral communication skills
3. Previous work experience demonstrating dependability
4. Previous experience providing animal care (personal or job related)
5. Self motivated, independent worker
6. Proven ability to follow instructions and learn new things
7. Ability to work in a team environment
8. Demonstrated flexibility and proven coping skills
9. Highly energetic and able to stand for hours
10. Ability to handle large and crazy dogs of all breeds

I understand the basic outline of the Pet Care Technician position. I understand that my duties may extend beyond those outlined here, as the business needs.

Employee E-Signature: