

Grooming Stylist Level 2 - Beaus Pet Hotel

Position Level	Team Member	Department	Beau's Pet Hotel
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Customer Service and Grooming Team Leader – 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 - Level 2 is to ensure the quality, efficiency and effectiveness of daily operations of the grooming room. Reporting to the Customer Service and Grooming Team Leader, the Grooming Stylist - Level 2 will provide consistently high quality pet grooming services, exceptional customer service and education to our clients at Beau's Pet Hotel. The Grooming Stylist - Level 2 will promote a collaborative team culture and ensure members of the grooming team are performing their duties to the standards of Beau's Pet Hotel.

■ 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.
- Work with the Customer Service and Grooming Team Leader to check and edit forward grooming appointments within Gingr.
- Train Groomers and Grooming Assistant's to meet the requirements of Beau's customers.
- In conjunction with the Customer Service and Grooming Team Leader, ensure Groomers and Grooming Assistants within the team are completing daily duties to our standards.
- Provide excellent customer service and education that exceeds the customer's expectations.
- Complete clips to a high standard as per customer requests.
- Show advanced scissoring techniques.
- Appropriately manage and provide customer education for pets with matted / knotted hair.

- Ensure the proper use and maintenance of the grooming salon and equipment and management of a maintenance schedule.
- Manage and reorder salon consumables and other resources and advise the Customer Service and Grooming Team Leader of stock levels.
- Ensure accurate selection of appropriate shampoos, conditioners and colognes for each pet.
- Ensure correct selection of appropriate drying techniques due to hair type and behaviour.
- Use patient and positive reinforcement techniques in all grooming services.
- Ensure appropriate animal handling, restraint and safe transport of animals in and around the facility.
- Monitor pets health and wellbeing whilst being groomed and immediately change tact should any animal experience distress or health concerns.
- Update grooming, client and pet records in Gingr.
- 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 Customer Service and Grooming Team Leader and customer service team 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 KPIs set by the General Manager Beau's Pet Hotel.
- Lead by example with all staff in the grooming team, conducting yourself in line with company values.
- Communicate positively and effectively 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.
- Ensure strict adherence and use of PPE where required.
- Strictly follow WHS standards and requirements and report any near misses or safety hazards.
- Ensure correct reporting and management of incidents including completing incident report forms.
- Manage incidents and client complaints with compassion and concern.
- Help and / or work across different areas of the business, 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 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.
- Proven ability to effectively use precision or semi-precision tools or instruments as deft hand movements are required.
- Excellent animal handling and husbandry skills with a good understanding of animal behaviour.
- Proven ability to work with animals that may display unpredictable or adverse behavioural traits.
- Excellent knowledge and management skills for common pet medical conditions.
- 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.
- Demonstrated success in building grooming sales and achieving KPI targets.
- Demonstrated ability to undertake long periods of physical labour, bending, lifting, squatting and kneeling.
- Ability to lift animals and resources up to 20kg.

General Competencies

- Ability to prioritise and manage conflicting priorities.
- Demonstrated ability to work unsupervised and as part of a team.
- Excellent customer service, communication and problem solving skills.
- Highly reliable, organised, self-motivated, enthusiastic and mature minded.
- Sound computer skills, you will be trained to use our kennel management system.
- Sound animal welfare ethics and emotional maturity.
- Able to abide by Beau's policies and procedures and animal welfare standards.
- Follow WHS policies in correct lifting techniques and use assistance where required.
- Exposure to hair, dust, noises and odours and must be free from animal related allergies.
- A willingness to develop and learn new grooming techniques and work across different areas of the business as required.
- Experience and / or willingness to train and upskill other staff in grooming.
- Ability and desire to have flexibility in working arrangements and hours and be able to work weekend or holiday shifts.
- Commitment to follow Beau's strategic plans and company values.

Qualifications/Licenses

- 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 | Creating 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.