



**SAMFORD**  
PET RESORT

The pet care professionals



**NORTHSHORE**  
PET RESORT

The pet care professionals

# Position Description

## Kennel Technician

<b>Position</b>	<b>Kennel Technician</b>
<b>Reports To</b>	Operations Manager Resort Supervisors Company Directors
<b>Statement of Responsibility</b>	A Kennel Technician is to perform advanced duties in animal care and services, resort maintenance and office routines in a professional and timely manner and comply with Health and Safety requirements at all times.

<b>Summary of Duties</b>	
<b>Key Duty</b>	<b>Responsibilities</b>
❖ <b>Dogs/Kennels</b>	<ul style="list-style-type: none"> <li>❖ Equipment</li> <li>❖ Hygiene</li> <li>❖ Maintenance</li> <li>❖ Breed Identification</li> <li>❖ Handling and Husbandry</li> </ul>
❖ <b>Cats/Cattery</b>	<ul style="list-style-type: none"> <li>❖ Equipment</li> <li>❖ Hygiene</li> <li>❖ Maintenance</li> <li>❖ Breed Identification</li> <li>❖ Handling and Husbandry</li> </ul>
❖ <b>Specialised Services</b>	<ul style="list-style-type: none"> <li>❖ Education and/or training services</li> </ul>
❖ <b>Admin/Office</b>	<ul style="list-style-type: none"> <li>❖ Customer Service</li> <li>❖ Pet Check In and Check Out</li> <li>❖ Point Of Sale Procedures</li> <li>❖ Public Inspections</li> </ul>
❖ <b>Daily Reports</b>	<ul style="list-style-type: none"> <li>❖ Boarding Contracts</li> <li>❖ Van Runs</li> <li>❖ Misc. Reports</li> </ul>
❖ <b>Van Duties</b>	<ul style="list-style-type: none"> <li>❖ Pick Ups</li> <li>❖ Drop Offs</li> </ul>

	❖ Reports
❖ <b>Personal Conduct Performance</b>	<ul style="list-style-type: none"> <li>❖ Communication</li> <li>❖ Problem Solving</li> <li>❖ Job Fit</li> <li>❖ Personal Presentation</li> <li>❖ Confidentiality</li> <li>❖ Continuing Education</li> <li>❖ Amenity Duties</li> </ul>

<b>Key Duty 1 Dogs/Kennels</b>	
❖ <b>Equipment</b>	<ul style="list-style-type: none"> <li>• Ensures correct tools and equipment are used effectively in the Kennels</li> <li>• Ensures tools are used in adherence to OHS policy and recommendations</li> </ul>
❖ <b>Hygiene</b>	<ul style="list-style-type: none"> <li>• Undertakes daily cleaning routines in the kennel areas in preparation for each new client</li> <li>• Undertakes cleaning of the general kennel areas to include all internal and external structures on a daily basis</li> <li>• Undertakes cleaning and hygiene routines for dog bowls, bedding and associated items</li> </ul>
❖ <b>Maintenance</b>	<ul style="list-style-type: none"> <li>• Ensures all internal and external fixtures such as gutters and grease traps are maintained and free from debris</li> <li>• Ensures external area of kennels is mown, snipped and kept tidy and presentable</li> </ul>
❖ <b>Breed Identification</b>	<ul style="list-style-type: none"> <li>• Demonstrates the ability to identify a variety of canine breeds common to SPR</li> <li>• Demonstrates a thorough understanding of breed specific behaviours and conditions</li> </ul>
❖ <b>Handling and Husbandry</b>	

- Performs basic health checks on dogs during Check-In
- Demonstrates a thorough understanding of signs of ill-health and distress in boarding dogs
- Undertakes husbandry duties such as administration of preventative health and medicinal products
- Undertakes first aid procedures for dogs as required
- Undertakes daily feeding and exercise routines
- Performs pre- Check Out grooming routines

<b>Key Duty 2 Cats/Cattery</b>
<b>❖ Equipment</b>
<ul style="list-style-type: none"> <li>• Ensures correct tools and equipment are used effectively in the Cattery</li> <li>• Ensures tools are used in adherence to OHS policy and recommendations</li> </ul>
<b>❖ Hygiene</b>
<ul style="list-style-type: none"> <li>• Undertakes daily cleaning routines in the cattery areas in preparation for each new client</li> <li>• Undertakes cleaning of the general cattery areas to include all internal and external structures on a daily basis</li> <li>• Undertakes cleaning and hygiene routines for bowls, bedding, litter trays and associated items</li> </ul>
<b>❖ Maintenance</b>
<ul style="list-style-type: none"> <li>• Ensures all internal and external fixtures such as gutters and passageways are maintained and free from debris</li> <li>• Ensures external area of cattery blocks are mown, snipped and kept tidy and presentable</li> </ul>
<b>❖ Breed Identification</b>
<ul style="list-style-type: none"> <li>• Demonstrates the ability to identify a variety of feline breeds common to SPR</li> <li>• Demonstrates a thorough understanding of feline-specific behaviours and conditions</li> </ul>
<b>❖ Handling and Husbandry</b>

- Performs basic health checks on cats during Check-In
- Demonstrates a thorough understanding of signs of ill-health and distress in boarding cats
- Undertakes husbandry duties such as administration of preventative health and medicinal products
- Undertakes first aid procedures for cats as required
- Undertakes daily feeding and health check routines
- Performs pre- Check Out grooming routines

### **Key Duty 3 Specialised Services**

#### **❖ Education and/or training services**

- Provides additional client/pet services on behalf of SPR in line with current education and skill level
- Ensures related programs are designed, implemented and evaluated with Proprietors and SPR Manager in line with business plan or required services

### **Key Duty 4 Administration and Office**

#### **❖ Customer Service**

- Ensures telephone techniques are employed to answer and respond in a friendly and knowledgeable manner
- Performs booking routines using the Booking Book
- Ensures all clients of SPR are dealt with in a professional and friendly manner

#### **❖ Pet Check In and Check Out**

- Ensures pet Check In procedures are performed in a timely and professional manner
- Demonstrates a thorough understanding of vaccination requirements
- Ensures Client Boarding Contracts are completed and signed by pet owner

#### **❖ Point of Sale (POS) Procedures**

- Demonstrates a thorough understanding of processing payments, to include cash, cheques and credit card routines
- Demonstrates a thorough understanding and application skills in POS computer program
- Undertakes regular communication with Office Manager in relation to POS routines

❖ **Public Inspections**

- Performs Kennel or Cattery Inspections with general public

**Key Duty 5  
Daily Reports**

❖ **Boarding Contracts**

- Ensures boarding contracts are prepared ready for Check-In or as per Supervisor's direction

❖ **Van Runs**

- Ensures van run routes are organised in accordance with pet pick-up requirements

❖ **Misc. Reports**

- Performs miscellaneous report production as directed by Supervisor

**Key Duty 6  
Van Duties**

❖ **Pick Ups**

- Ensures SPR animals are picked up from designated Agents as required

❖ **Drop Offs**

- Ensures SPR animals are dropped off at designated Agents as required

❖ **Reports**

- Ensures all reports relating to van duties such as agency feedback, mileage/service records and brochure requirements are completed

❖ **Maintenance**

- Ensures van remains clean, tidy and re-stocked with business cards and promotional information
- Completes required mileage requirements and reports to Manager

<b>Key Duty 7 Personal Conduct Performance</b>	
<b>❖ Communication</b>	
	<ul style="list-style-type: none"> <li>• Demonstrates a high degree of written and verbal communication skills</li> <li>• Ensures open and professional communication with clients and staff at SPR</li> </ul>
<b>❖ Problem Solving</b>	
	<ul style="list-style-type: none"> <li>• Ability to respond to problematic situations promptly and develop possible solutions to discuss with the Manager</li> </ul>
<b>❖ Job Fit</b>	
	<ul style="list-style-type: none"> <li>• Demonstrates punctuality and reliability</li> <li>• Manages time to ensure all lunch and tea breaks are taken at the designated time to ensure staff availability is covered</li> <li>• Stays busy without direct supervision</li> <li>• Performs all assigned tasks and procedures efficiently and in a timely manner</li> </ul>
<b>❖ Personal Presentation Performance Criteria</b>	
	<ul style="list-style-type: none"> <li>• Ensures that personal presentation is always as per policy and procedure/as directed</li> </ul>
<b>❖ Confidentiality</b>	
	<ul style="list-style-type: none"> <li>• Ensures that confidentiality is upheld pertaining to client details</li> </ul>
<b>❖ Continuing Education</b>	
	<ul style="list-style-type: none"> <li>• Maintains competency in aspects of the companion animal services training package as directed by the Manager</li> </ul>
<b>❖ Amenity Duties</b>	
	<ul style="list-style-type: none"> <li>• Maintains resort amenities such as cleanliness of restrooms, tearooms, office, fridges and storage areas as per business requirements</li> </ul>

