

– JOB DESCRIPTION –

KENNEL ATTENDANT

INTRODUCTION

The Kennel Assistant provides care and the basic needs of animals that are being groomed, boarded or that are patients of Highland Veterinary Clinic including cleaning of cages, runs and ward areas, laundry, walking, and proper feeding, medicating and care of all hospitalized patients. The Kennel Attendant operates under the supervision of the Kennel Manager, Veterinarian's Assistant, Veterinary Technician, Practice Manager and Veterinarian.

PRIMARY JOB RESPONSIBILITIES

- Observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Handle animals as required and restrain animals properly for diagnostic sampling, handling, and grooming care.
- Walk hospitalized and boarded dogs several times a day to provide enrichment, exercise, and time for elimination of bowels and bladder.
- Bathe, brush-out, trim nails, and provide love and care to boarded and hospitalized animals.
- Provide care for animals housed/visiting the Hospital. Report signs of illness, disease, injury or unusual activity using proper identification and documentation to veterinary technicians/assistants/attending veterinarians.
- Apply knowledge of normal food and liquid requirements of animals. As required, provide special food and liquids.
- Assist the Client Services Representative in admitting and discharging boarding and grooming animals at the request of client services representative. Ensure that animals maintain a clean appearance beyond adequate hygiene, and are fresh smelling prior to discharge.
- Under the direction and supervision of veterinarians or technicians, assist with the administration of medications as trained, basic rehabilitative post-operative care, rehabilitation of animals moved out of hospitalized status, or in preservation of samples for laboratory examination, collection of certain specimens, clean instruments, fill pre-packaged prescriptions as trained and authorized.
- Ensure that cages and animals are properly codified/identified and that personal property (toys, treats, blankets, leashes) are stored in the proper area and identified with labeling.

- Clean, disinfect and maintain kennels, cages, runs and areas of treatment as often as is necessary to ensure no cages or kennels are soiled and odors are not apparent. Perform general cleaning in other areas of the hospital as needed to control the spread of disease. Wash and disinfect water and food bowls. Learn sterilization techniques for food and water bowls in the event that an infectious patient is admitted to the hospital.
- Launder and dry towels and blankets.
- Patrol hospital grounds daily, picking up any trash. Empty trash.
- Bathe and dry animals using techniques that vary depending on type of hair, coat, and breed and pet family preferences. As required, perform basic nail trims.
- Record information such as feeding schedules, appearance, & behavior of animals that are boarded, groomed or hospitalized. Work well with all employees and ensure that your actions support the hospital, and the doctors in accordance with the practice philosophy.
- Count and record inventory items under supervision, as assigned by the Practice manager or Office Manager during research studies or basic inventory management duties.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Kennel Attendant works under the direct supervision of the Veterinary Practice Manager and the Kennel Manager who will indicate general assignments, limitations and priorities.

Practitioners/Veterinarian's Assistants/Technicians provide specific instructions in giving medications, providing rehabilitation during convalescence, feeding specific diets or following special sanitary procedures. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor.

SKILLS AND KNOWLEDGE

- Apply knowledge and skills in controlling/handling individual animal temperament.
- Ability to gain animal confidence when restraining them for transport, grooming and/or treatment.
- Knowledge of proper methods of animal restraint
- Knowledge of basic hygiene/personal grooming skills of a wide variety of small animals.
- Ability to use cleaning materials and equipment with skill and efficiency.
- Ability and willingness to perform moderately heavy physical labor.
- Demonstrate a maturity level and the independence necessary to provide his or her own transportation to and from the Highland Veterinary Clinic.

- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and basic evaluation of client satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar to apply toward basic record keeping techniques as trained.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments. Understand and carry out oral and written direction.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently required to bend, stand, stoop, walk, sit, communicate, and listen, frequently working in a bent position.
- Frequently use hands to manipulate, handle, or feel; will reach with hands and arms.
- Use strength or agility in capturing and restraining stronger, more active animals.
- Frequently lift and/or move up to 50 pounds.
- Occasionally handle dogs weighing up to and over 150 lbs.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive or fearful patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases. The majority of work is normally performed inside; some outside work is required. Follow federal and state animal health laws and regulations including OSHA and DEA.

ESSENTIAL FUNCTIONS

- Ability handle and to restrain animals using appropriate procedures.
- Ability to walk animals.
- Ability to clean and maintain kennels, cages, runs and treatment areas. Perform general cleaning in treatment, reception and surgery rooms to control the spread of disease. Wash, disinfect and/or sterilize water and food bowls.
- Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.

- Strong communication and client service skills. Considerable tact and diplomacy is required, with an ability to work with clients and patients in a professional, friendly, hospitable manner.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the medicine that we practice.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Frequently lift, carry dogs weighing 50 lbs. Walk and handle dogs weighing up to 150 lbs.