

Kennel Staff Job Description

Kennel assistants, or Kennel Kids, are responsible for the day-to-day care of our boarding animals. This includes feeding, watering, cleaning, walking, and monitoring the wellbeing of dogs, cats, and occasionally other companion animals. Kennel kids must have sufficient physical strength, mobility, and stamina to lift and/or move heavy pets and objects and the ability to monitor pets for signs of distress or disease. It is essential that they have the ability and willingness to learn and desire to provide gentle, compassionate care for boarding animals.

General Knowledge

- Know the range of services the practice provides and the species we treat
- Be reasonably familiar with breeds and coat colors of dogs and cats
- Know and learn simple standard kennel medical and business abbreviations
- Be familiar with or willing to learn infectious diseases, including their prevention and steps to reduce or eliminate transmission.
- Completely speak and write the English language

General Tasks

- Always be on time and prepared to work by the start of each scheduled shift. AM shift clocked in a ready to work at 7:00am. PM shift clocked in a ready to work at 2:30pm. Evening shift help clocked in and ready to work at 4:00pm
- Maintain a friendly demeanor while on the job. Smile and interact with clients
- Perform tasks efficiently without rushing
- Show respect for clients, team members, and animals at all times
- Have physical strength and ability to stand for an entire shift when needed and be able to lift pets and objects weighing up to 50 pounds without assistance. Handle repetitive up and down or back and forth motions and work while bending. Assist in lifting patients weighing more than 50 pounds when asked by technicians or doctors.
- Maintain the list of tasks in the daily binder and engage in productive work during slow periods and take initiative to find/ask for things to do when slow
- Participate in all meetings or training in your department
- Be willing and able to teach and train new members when needed
- Maintain constant awareness of open doors and gates that could allow pets to escape
- Maintain Strict confidentiality regarding clients and patients for whom the practice provides veterinary services
- Be prepared to handle any pet or facility emergency that may arise including but not limited to dog or cat fights, choking, strangulation, and facility fire or weather-related emergencies
- Follow established facility closing procedures to ensure the security of patients, boarders, and building. All doors to be closed and locked at night. Gates to be closed and latched.

Dress Code

- Maintain a professional appearance at working including clean appropriate clothing
- Acceptable attire includes:

- Jeans, khakis, canvas work pants in blues, blacks, or browns
- Shirts, either short or long, or sweatshirts
- Scrubs
- Closed toed shoes or boots
- Unacceptable attire includes:
 - Leggings, tights, skirts, dresses, shorts, and sweatpants
 - Clothing with profanity, X-rated images, stained, ripped, or holes
 - Tank tops or crop tops
 - Sandals, heels, slippers, crocs, or any open toed shoes
- If there is an issue with attire, manager may ask you to change into clinic scrubs. These are also available to use if you wish to not dirty your clothes

Client Interaction and Pet Check In

- Cordially greet incoming and outgoing clients and pets
- Ask questions about personal belongings, including food, treats, toys, and medications and note any special instructions
- Remove personal collars and leashes and use clinic slip leads when taking dogs from owners
- Leave cats in carriers until they are transferred to their kennel
- Assist clients with animals
- Obtain blue kennel sheet from reception
- Thank and reassure owners their pets are in good hands
- Walk or carry pets to their assigned kennel area. Settle pets comfortably with blanket/towel, water, and food if appropriate time.
- Attached blue sheet to cage, note any special instructions or information
- Take personal belongings to kitchen (or cat ward for cats) and store in a tote. Label with pet(s) names. Write on white board the location of animal, feeding instructions, and any other important information
- Make sure all kennel cage doors are properly secured after admitting or moving pets and before leaving facility at night
- Continue to keep each animals kennel clean and healthy during their stay

Pet Dismissal

- Fill out boarding “Report Cards” and provide clients with a brief summary of their pets stay
- Gather all personal items from kennels and from storage bins including toys, bedding, food, treats and medications.
- Check pets prior for cleanliness. Clean or bathe if needed before dismissal
- Take pets upfront to reception to be dismissed to owners. Return personal items
- Be friendly to owner and tell them we enjoyed their pets stay with us
- Assist owners to cars if necessary
- Take blue sheets to reception

Contagious Diseases

- Follow isolation procedure for contagious or potentially contagious animals

- Use designed products and disinfectants to properly clean shoes, hands, clothing before leaving isolation areas
- Do not enter areas that are blocked off for isolation unless necessary
- Inform kennel manager, technicians, or doctors of any pet exhibiting signs of difficulty swallowing, rear or front leg weakness, or other neurological signs. Do Not handle if any of the signs are seen

Pet Care and Monitoring

- Maximize pets' comfort with reassuring tones and actions. Understand that actions that constitute animal cruelty under state or local laws or the practice's policies will be grounds for immediate reprimand or termination
- Ensure birds and exotic pets needs and environmental conditions are met including proper housing, perches, bedding, and diet
- Provide all animals with clean dry bedding and fresh water at all times
- Walk dogs on leashes unless otherwise stated by kennel manager that they can be off leash. No small dogs are allowed off leash at any time.
- If allowed by owners and/or kennel manager, provide playtime in the fenced in areas of the yard
- Prepare feedings according to owner instructions and feed animals. Record eating habits on blue sheets attached to the kennel
- Understand when to withhold food from pets scheduled for surgery the next day
- Refill water bowls several times throughout the day. Wash and disinfect if needed
- Monitor pet's kennels for vomit and blood. If noted, clean immediately and inform a technician or doctor
- Monitor kennels for accidents and clean immediately
- Collect and save fecal samples as requested
- Know the key symptoms of emergency medical problems likely to be exhibited by boarders. If you see anything suspicious, notify your manager, technician, or doctor immediately
- Monitor for aggressive behaviors. Use caution when handling and request assistance when needed for safety of you and the animal
- Inform your manager, or a doctor immediately of all bites, scratches, or wounds you may suffer. Clean thoroughly.
- Maintain accurate kennel records that include observations, diet, and health of each boarder

Kennel Cleaning

- Follow procedures for cleaning and disinfecting cages and runs on the daily communications log
- Remove feces and spilled food from kennel. Clean any visible signs of urine
- Clean all orange grates tops and bottoms and side walls of kennels with scrub brush and disinfectant. Clean all small kennels in surgery ward and cat ward with spray disinfectant and paper towels
- Remove and wash all bedding after use. Pick up and wash all food/water bowls after pets go home
- Wash down floors below raised kennels with hose, pushing all spilled food, urine, and poop to the drains

- Clean up food and poop from drain covers. Remove and clean out basket in drain of all food, poop, and hair
- Wash walkways and floors with scrub brush and disinfectant

Building Cleaning and Maintenance

- Empty garbage cans and replace bags if necessary
- Sweep and mop all areas of the building including:
 - Small and large animal reception, kennel kitchen, exam rooms, treatment rooms, wards, hallways, laundry room, bathrooms, offices, entryways, and receiving
- Note any low inventory in food, cleaning supplies, and pet supplies. Refill. List products to be ordered by your manager
- Know where inventory for food, cleaning supplies, and pet supplies are
- Clean all glass windows and doors with appropriate cleaner
- Clean all counter tops, sinks, and shelving

By signing the Employee Agreement form you acknowledge that you are capable of doing all of these tasks in this job description and will do my best to fulfill the position to the expectations of my manager, staff, and practice owners.