

Mandarin Landing Animal Hospital

Kennel Attendant Job Description

INTRODUCTION

A Kennel Attendant may assist the technicians, doctors, and receptionists in all duties of the hospital. The responsibilities vary with current needs of the hospital staff, the season of the year, and the individual abilities demonstrated by the employee.

The primary purpose of the position is to provide care and the basic needs of animals that are being groomed, boarded, or are patients of Mandarin Landing Animal Hospital. The secondary duty (secondary to animal care) is to keep the appearance of the hospital immaculate. Our clientele judge our hospital by what they can easily see. Duties will include:

- To observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- To thoroughly clean and disinfect the ward areas of the hospital as often as is necessary (i.e., ensure no cages or kennels are soiled and odors are not apparent).
- To determine the type and amount of food animals receive.
- To take charge and/or handle animals as required and to restrain hard to control animals.
- To walk hospitalized and boarded dogs several times a day to provide exercise and time for elimination of bowels and bladder.
- To groom and provide tender loving care to boarded and hospitalized animals.
- To perform needed cleaning and maintenance of all equipment and tools used in job assignments.

Job Summary:

- Under direction of the Veterinarian or Practice Manager, provides for the constant cleanliness of cages, runs and ward areas and the proper feeding and care of all hospitalized animals.

Major Duties:

- Perform work according to established methods specified in the work manual or following special instructions.
- Follow the hospital procedures manual.
- Greet every client with a smile and address client and pet by name.
- Promote sales of all our retail products.
- Unpacking, labeling and stocking of hospital supplies. Stocking of cleaning, office supplies, and kennel supplies.
- Give baths (ordinary cleansing, flea, medicated) and does whatever grooming as may be necessary to the treatment and constant cleanliness of each animal.
- Promote grooming and bathing services.
- Make sure animals are clean and smell fresh prior to discharge.
- If a client is unhappy with services/treatment, ascertain the problem and handle. If unable to do so, contact the practice manager.
- Recognize and records any unusual condition or abnormal behavior of any hospitalized animal; observe animals recovering from anesthesia.
- Report signs of illness, disease, injury or unusual activity to technicians/veterinarians.
- Feed each animal as prescribed by the attending D.V.M. and records appetites; keep kitchen area clean and neat.

- Apply knowledge of normal food and liquid requirements of animals. As required, provide special food and liquids.
- Receive animals to be admitted for hospital care and is responsible for their proper identification and for recording their respective locations.
- Release animals to their owners as directed by the attending doctor or practice manager, and ensure that every animal released is clean and properly groomed.
- Assist doctors, nurses, treatment assistants and other personnel with the administration of medications or with restraint.
- At request of receptionists, practitioners and technicians, discharge and admit animals; assure animals being discharged have been checked by animal health technician and/or practitioner.
- Make sure cages and animals are properly numbered and identified and that personal property (toys, treats, blankets, leashes) are stored in the proper area and identified.
- Cleans and sanitizes all cages, runs, wards and related areas.
- Wash and dry towels and blankets.
- Wash and sterilize water and food bowls.
- Perform general cleaning in treatment, reception and surgery rooms.
- Empty trash.
- Patrol hospital grounds *daily*, picking up any trash and stool material.
- Maintain equipment used to complete job assignments and keeping such equipment and tools in good working condition. Do minor repairs on such equipment as needed and notifying management as to major repairs needed or new equipment necessary to adequately complete assignments. Keep equipment and tools put away in proper storage areas.
- Other duties assigned as required.

OTHER SIGNIFICANT FACTS

Skills and Knowledge:

Apply knowledge and skills in controlling/handling individual animal temperament. Have ability to gain animal confidence when restraining them for transport, grooming and/or treatment.

General cleaning of public and employee areas, building and yard maintenance to maintain clean, odor-free, and attractive environment.

Housekeeping and laundry duties for all areas.

Ability to restrain for procedures performed by technicians or doctors.

Knowledge of common diseases, their symptoms and means of transmission, administration of oral medications, assessment of change in animal status.

Professional, cheerful, and helpful attitude when contacting pet owners.

Knowledge of preventative health care recommendations to answer questions and assist in marketing veterinary services from which their pet would benefit.

Controls over Work

- Work under the supervision of the Kennel Manager and/or Practice Manager who indicate general assignments, limitations and priorities.
- Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor.
- Completed work is reviewed for accuracy and compliance with hospital procedures.
- In accordance with Mandarin Landing Animal Hospital operating instructions, determine care required in keeping with the individual needs and circumstances of animals; follow special instructions as issued.

Minimum Qualifications:

Physical Effort: Often requires lifting and carrying materials weighing up to 40 lbs. Frequently requires handling of materials up to 20 lbs. Additionally, handle dogs weighing up to 150 lbs. Walking and/or standing for long periods. Frequently work in a bent position. May be required to use strength or agility in capturing and restraining stronger, more active animals.

Working Conditions: Work is normally performed inside; some outside work is required.
Exposure to unpleasant odors and noises.
Exposure to bites, scratches and animal wastes.
Possible exposure to contagious diseases.

Knowledge of: Cleaning and disinfecting methods and the use and care of cleaning materials and equipment.
Proper methods of animal restraint.

Ability To: Use cleaning materials and equipment with skill and efficiency.
Perform moderately heavy physical labor.
Sympathetically and patiently treat sick and injured animals.
Learn to administer medications and recognize abnormal conditions.
Understand and carry out oral and written directions.
Maintain cooperative relationships with those contacted in the course of work.

Education: Equivalent to completion of 12th grade

Desirable Qualifications:

Knowledge of: Basic animal behavior

Experience: Previous experience in a veterinary hospital or related medical field preferred.