

# Animal Medical Center



*Compassionate Care for Pets*

## **JOB DESCRIPTION: Pet Care Specialist Team Leader**

### **REPORTS TO: PCS Supervisor**

### **FUNCTION:**

Pet Care Specialists have one of the most important jobs in the entire hospital. Your primary function as a Pet Care Specialist is to make the patients comfortable. Because you interact with the pets more than any other staff member, the care and attention that you give a pet can shape a client's entire view of the practice. Your job is demanding and rewarding, and frequently stressful. Whatever the circumstances, it is your duty to project the competence and empathy that is fundamental to our practice philosophy. Never forget that the pets are the reason we are here. Their owner pays our bills and writes your paycheck. Always keep this in the forefront of your mind.

### **DUTIES and RESPONSIBILITIES:**

- Clean and sanitize all cages, runs, kennels, and related areas, except for surgical patients.
- Feed all animals, except surgical patients, as directed.
- Report any changes in appetite to a technician.
- Maintain laundry, keeping towels and other laundry clean and folded.
- Communicate regularly with technicians or doctors concerning any abnormal findings (lumps, bumps, skin conditions, dental problems, eye problems, etc...) or irregular behavior noticed on a pet being cared for or bathed.
- Keep the Utility area clean and neat.
- Bathe pets as directed (ordinary cleansing, flea, and medicated baths). Assure the pet is thoroughly bathed (not just a lather and rinse) and that the ears, eyes, and genital/anal areas are clean.
- Receive the pets after they are checked-in. Weigh and collar each pet and put in proper location.
- Release the pet to the owner as directed.
- Communicate positively with the Client Services Staff upon check-in and check-out of pets.
- Ensure that every animal going home (released) is clean and neat.
- Assist other team members as needed with cleaning, restraint, lifting, etc...
- Maintain the daily checklist to ensure all duties are complete.
- Must play an active role in the monthly meetings. This will include presenting training topics to other team members.
- Assist with training Pet Care Specialist I team members.
- Act as a mentor for all PCS team members.
- Act as the liaison between PCS team members and the PCS Supervisor.
- Must be able to fill in for staffing shortages.
- Other duties as assigned.

## **POSITION REQUIREMENTS**

### **EDUCATION**

- High School diploma preferred.
- Must complete PCS training video program upon hire.

### **EXPERIENCE**

- More than 6 months of experience as a Pet Care Specialist or at the discretion of the PCS Supervisor and/or Human Resources Manager.
- Must pass a written test demonstrating the necessary skills and desire to move to PCS Team Leader.

### **PERSONAL**

- Must be able to work under the broad general administrative supervision of the Hospital Administrator and Human Resources Manager.
- Must maintain proper appearance and personal conduct at all times.
- Must adhere to the policies and procedures as outlined in the Employee Manual.
- Must be able to communicate with staff and clients using considerable tact and diplomacy.
- Ability to work well with other staff members and supervisor.
- Possess strong communication skills, able to communicate clearly to doctors, staff, and clients.
- Must be trained in the proper methods of animal handling and restraint.
- Must have or obtain within 15 days knowledge of cleaning and disinfecting methods.
- Must be able to sympathetically and patiently care for all animals.
- Must be able to recognize abnormal conditions.
- Ability to be flexible and adapt professionally to change.
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- Possess a good understanding of hospital policies and procedures.
- Possess strong organizational skills.
- Ability to keep a clean working environment.