



## **JOB DESCRIPTION**

**JOB TITLE:** Senior Groomer/ Stylist

**JOB TYPE:** Full time / Part time/ Casual

**JOB CLASSIFICATION:** Level 3

**LOCATION:**

**SUPERVISOR/MANAGER:**

### **MAIN DUTIES/RESPONSIBILITIES:**

- Greeting and welcoming customers
- Answering phone calls and scheduling customers' appointments
- Ability to groom all dogs, including puppies, adults, seniors, disabled, aggressive and anxious dogs
- Various breed specific grooms
- Styled and scissored grooms
- Assisting the less experienced staff with challenging dogs etc.
- Possibly to do any preparation work when needed (bath, dry, nails, basic clipping etc.)
- Finish any dog, start to finish by yourself in a specific time frame
- Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures (checklist on front desk)

### **SKILLS & EXPERIENCE**

#### **Qualifications:**

Not required but recommended:

- Certificate III in Pet Grooming
- Qualifications within a private dog grooming school

**Experience:**

A minimum of 3 years' experience in a grooming salon.

**Skills:**

- Excellent verbal and written communication
- Customer service
- Patience
- Basic knowledge of Canine Health and Anatomy
- Organized and able to meet deadlines
- Communication and motivation
- Mentoring
- Scheduling (either computer or book)

**PERFORMANCE GOALS:**

- Complete administration tasks on time
- Ensure salon is always clean and presentable
- Punctual
- Improve the customer experience