

Job Title: Pet Resort Attendant

Reports To: Pet Resort Manager

- May also report to Enrichment Lead if Pet Resort Manager is unavailable.

Primary Objective:

- The Pet Resort Attendant is responsible for providing daily care, feeding, exercise, grooming and meeting all other needs of daycare and lodging guests. The Pet Resort Attendant is a key position to running smooth operations at the resort. He or she will regularly monitor and participate in day care, enrichment and training activities, interact with and administer care to various species of animals, clean and care for resort and kennel areas and interact with clients to schedule day care and lodging stays, book reservations, answer questions, accept payment and communicate animal behavior at day care or in lodging with clients. The Pet Resort Attendant will uphold Brook-Falls high standards of care of all animals and will ensure proper documentation and accurate completion of medical records at all times.

Performance Expectations:

- Provide compassionate care to day care, grooming and lodging guests.
- Monitor animal behavior and have an ability to notice abnormal behavior in all species of animals and report this information to the Pet Resort Manager for care.
- Feed, water, bathe and exercise animals according to schedules. This could include walking, administering treats, sharing a bedtime story, performing one-on-one training with an animal, etc.
- Clean and disinfect kennels, cages, runs, litter boxes and day care facility according to resort protocol.
- Assist in moving guests to play yard, day care area, exterior runs or other areas of the resort as appropriate.
- Assist in cleaning responsibilities throughout the resort including picking up feces, urine and vomit, disinfecting all guest areas, cleaning client areas, attending to rest rooms, laundering soiled bedding, blankets and towels, etc.
- Administer medications to guests according to schedule and medical record as appropriate.
- Supervise and monitor play groups and participate in enrichment activities.
- Properly track and keep inventory of guest belongings during their stays.
- Learn, understand and regularly restrain and handle animals appropriately.
- Interact with clients by accepting check-ins, performing check-out procedures, booking reservations, assisting with valet drop-off and pick-up, answering questions, taking phone calls, collecting payment, etc.
- Keep accurate records in the Practice Management Software to communicate any and all medical needs of patients/guests. Communicate and work with Pet Resort Manager to coordinate medical services for patients/guests

Required Availability:

- 6AM – 7PM availability 7 days/week
- Nights and weekend work required.
- Holiday and weekend work required.

Other Position Requirements:

- Willing and able to lift up to 40 lbs. without assistance.
- Willing and able to bend, reach, lift, carry without assistance.
- Willing and able to stand for long period of time.
- Willing and able to work in a variety of environments: indoors and outdoors in all weather conditions.
- Willing and able to work in a loud environment around animals.

Education/Experience Requirements:

- Previous experience working with animals is preferred, but not required.