



Dog Bather Position

Job description

The Bather is a position within the Shakers Dog Wash. We believe in the mission of *"It's all about the dog"* and we demonstrate this through being Playful, Passionate, Personal and Professional. A successful candidate for this position will be someone who not only embraces this culture, but is a team player, self-motivated, takes direction well, has excellent communication skills, and great attention to detail. This is a service-related industry and you should not only be skilled at customer service, but passionate about helping people. The Bather will assume complete responsibility for bathing of our individual bath guests.

A Day In The Life:

The role of the Bather is a little bit wrangler, a little bit lifeguard and a little bit sloppy kiss getter. You'll help our canine guests feel their best and go home smelling like a new dog. You help our friends smile when their dog parents come to pick them up because they feel like a million bucks. You'll get wet. You'll have some fur on you. You'll probably be exhausted, but you also enjoy the joy of seeing our furry friends be a whole new dog! From time to time, you're probably going to scoop some poop, and clean up some pee. You will always go home with some fur on you and get lots of sloppy kisses!

Responsibilities:

- Ensure that each guest is treated with respect and dignity
- Ensure that all guests are bathed and that client's requests are met (within our limitations as a Bather)
- Bath services include: Bathing dog per dog parent's request, brush out, drying, nail trims, and ear cleaning.
- Communicate with dog parents to alert them about their services, pick-ups, and any needed info regarding the service.
- Bathers need to be professional and detailed when communicating with dog parents either in person, via text/email or report cards.
- Bathers should be computer literate as notes need to be made for any important information that would be useful to the other employees, including the dog stylist or management team.
- Bathers are not to give haircuts of any kind. Those are the sole responsibility of the Groomer.
- Baths must be completed in a timely manner. Time management is key to being a successful Bather.
- Properly maintain all bathing supplies.
- Promptly notify the manager if supplies are needed (bandana, shampoos, etc).
- Maintain a sanitary and healthy environment by following standards of cleaning and disinfecting bathing areas.

- Cleaning is essential: All hair must be swept off the floor in a timely manner. Bathing and drying rooms must be cleaned before going home. Bathing/Grooming area must be tidy (windows cleaned, floor mopped, computer station cleaned.)
- Disinfecting the Bathing Room is crucial.
- Monitor guest's health while bathing. Report any unusual concerns to the Manager on duty.
- Follow all standards of safety with regards to handling dogs, particularly aggressive dogs and escape artists
- Adhere to Shakers Dog Wash pricing guidelines.
- Bathers need to review all prior notes and past pricing before completing the service.
- Effectively communicate to dog care staff that guests are in the grooming area.
- Adhere to procedures in identifying dogs.
- Consult with Front Desk.

Work with a team who all exemplify these qualities:

- A passion for dogs. Willing to learn animal behavior to ensure their safety.
- Focuses on safe and gentle handling. Forceful, aversive, aggressive handling, vocalizing or treatment will not be tolerated.
- Customer Service Oriented - Ability to take care of the customers' needs while following company procedures. Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance. Build trust with customers.
- Willing and able to communicate directly with clients, both written and orally, about their dog. Works to make these "lifetime clients".
- Must be able to work under conditions that require sitting, standing, walking, bending, reaching, pulling, pushing and grasping.
- Conflict Resolution - Ability to handle conflict with tact and diplomacy
- Good team work and willingness to assist other departments as necessary
- Cheerful, friendly, positive team-oriented attitude
- Strong attention to detail, especially where documentation is concerned.
- Reliable, punctual, and dependable
- Ability to work a flexible schedule, may include holidays and weekends
- Ability to take direction well and apply it independently
- Ability to work in distracting work environments such as loud noise/sound.
- Physically able to handle dogs of all sizes and to lift up to 50 lbs.
- Other duties as assigned.

Equal Employment Opportunity:

Shakers Dog Wash is an Equal Opportunity / Affirmative Action employer committed to diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state or local laws.

Shakers Dog Wash has been washing the best dogs in St. Louis for over 20 years. What sets Shakers Dog Wash apart from the rest is experience, passion and success. Trust is a critical factor that should be at the top of every dog parent's mind. At Shakers Dog Wash, our clients can rest assured that when their dog is with us, they are in safe and loving hands

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