

EARTHWISE **Pet**

SUPPLY • GROOMING • WASH
Scotts Valley

Salon Groomer Responsibilities

Job Summary

Reporting to the Store Manager at EarthWise Pet, the Salon Groomer is responsible for the success of and day-to-day management of the clients and the care of their pets as well as helping to achieve the salon sales goals. This also includes recommendations to the Store Manager to improve operational efficiencies, new services, and price changes.

Job Functions

Professionally groom and attend to pet needs during their appointment, maintain records of the client and pet, and clean salon and equipment between or after appointments.

- Ensure consistent, high quality customer service from appointment setting, client check-in through to check-out and that services are completed per customer instructions.
- Schedule appointments and enter grooming notes in the system.
- Build great relationships through quick and courteous service to all customers in the salon.
- Greet clients and pets upon check-in and follow check-in procedures.
- Answer client questions and offer solutions tailored to his/her individual needs.
- Ensure EarthWise Pet's bathing and grooming standards are met for all scheduled pets.
- Strictly adhere to all EarthWise Pet Salon policies and procedures to ensure the safety of all pets, staff, and clients.
- Bathe, dry, brush, cut, shave paws, brush teeth for pets based on service requested.
- Clean ears, clip and file nails, and perform other related services as necessary or requested.
- Assist in the inventory, management, and maintenance all the tools, equipment, and supplies in the Salon owned by Earthwise Pet.
- Follow Salon opening and closing cleaning procedures.
- Team up with co-workers to ensure consistent customer service and high quality grooming and bathing standards during times of both high and low volume.
- Be knowledgeable of both grooming products and food brands that we carry in the store and recommend them where possible.
- On occasion, participate in special projects and events.
- Suggest ways to improve customer services (i.e., marketing activities, new grooming services, pricing, new salon procedures, etc.).

Skills

- Grooming experience 3+ years with a passion for the art of dog grooming and well-being of pets.
- Hand scissoring skills and knowledge of all breed cuts
- Friendly and outgoing with outstanding customer service and communication skills
- Understands the value in developing strong relationships with customers

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- Must be able to multitask in a fast-paced environment, independently and as part of a team.
- Must have a gentle, caring approach (calm and direct energy) when dealing with animals even if they are aggressive.
- Must and have strong attention to detail and believe in maintaining high standards.
- Must have a great attitude, be punctual and reliable.
- Must be a self-starter and quick learner to work effectively without supervision when individual judgement is needed to complete assigned tasks.
- Has a stylish and professional appearance and takes pride in presenting him/herself as a reflection of our brand
- Perform duties and responsibilities with or without a reasonable accommodation.
- Must be able to move animals and merchandise up to 50 pounds.
- Available to work flexible hours (including evenings, weekends, and holidays).

Hiring Description:

Earthwise Pet in Scotts Valley, CA is seeking friendly and outgoing bathers and groomers that have a passion for overall animal health and well-being. Successful candidates will work closely with pet guardians to understand their needs and recommend the right skin and coat regimen. Outstanding customer service is essential to develop great relationships with clients and a gentle, caring approach (calm and direct energy) is a must when dealing with dogs and cats even if they are aggressive or exhibit other behavioral challenges. We are looking for candidates that have a strong attention to detail, maintain high standards, and excel in a fast-paced environments independently and as part of a team. Moving and handling small dogs & cats and large dogs is a required ability.

About EarthWise Pet

EarthWise Pet is a family owned grooming and pet supply business dedicated to catering to pet's specific health and behavioral needs, inside and out. Our caring and experienced salon team focuses on gentle grooming and helping pet parents with manageable preventive care. We also have a knowledgeable retail staff that researches and selects only quality foods from reputable brands and works with pet guardians to find the right nutrition path.

If you're looking to join a family in a friendly community near Santa Cruz with a mission to help pets look and feel their best through good nutrition, expert grooming, and preventive care, then we would love to meet you! www.earthwisepet.com/scottsvalley or fb.com/earthwisepetscottsvalley.