

# RUFFEREE POSITION – THE HAPPY HOUND SPRAY & PLAY

## **Position Description:**

Care for dogs within the daycare, monitor client and dog activities in the play park, and provide front desk client care. The Happy Hound is a positive-reinforcement facility, and no aversive techniques, tools, or management methods are used.

This position reports directly to management, with accountability to the team leads/trainers.

**Job Type:** Part-time. Hours flexible and based on availability and business demands.

**Wage:** Starting at \$17/hour

**Schedule and Shifts:** Days, evenings and weekends and some holidays

## **Essential Responsibilities:**

- **Park monitoring:**
  - Monitor interactions between dogs and support guests in monitoring their own dog and interactions among dogs. Continually read dog body language and energy of guests and play spaces, intervening, redirecting or ejecting dogs where necessary, and involving owners or management.
  - Engage with guests to provide guidance on appropriate play behaviors, breed-specific characteristics, and responsible pet ownership. Be friendly, approachable, and responsive to any concerns or questions from the human guests.
  - Promote safety measures by enforcing dog park rules and regulations for the safety and well-being of all dogs and visitors.
  - Give excellent customer service to each dog owner and guest by being good hosts. This includes assisting them with entry/exiting, new dog or shy dog acclimation, potty accidents, diffusing conflict between owners, and engaging with them while they are on-site.
  - Ensure cleanliness and safety of the space through timely picking up of debris, cleaning after potty accidents, managing slip risks and other safety hazards, removing trash, etc.
  - Be prepared to handle minor first aid situations and quickly respond to any emergencies that may arise.
- **Daycare monitoring:**
  - Manage safe and controlled playgroups to ensure safe, positive play and rest, and oversee the total care of each day's guest.
  - Provide exceptional care to our daycare guests. Ensure daily daycare schedule and services are completed, and special services fulfilled.
  - Ensure cleanliness of the daycare space and park play areas.
  - Communicate to team leads/management concerns or communication needs about dogs.
- **Front desk:**

- Provide exceptional and welcoming client service care by welcoming guests, checking them in and out according to protocol and process, informing guests of services and options, and ensuring they are familiar with park expectations and guest obligations
- Create and sustain long-term professional relationships with guests
- Assist with special events and private event rentals as needed, within your availability.
- Cleaning:
  - Perform cleaning duties including laundry, washing dishes, cleaning floors, washing fences and structures and other duties required to keep The Happy Hound clean and sanitized for daily play and activities
- Assist with additional tasks and projects as asked by management.

### **Teamwork & Communication**

- Work as a team to ensure all daily tasks and duties are being overseen and all parts of the park are working harmoniously, with each employee in support of the others.
- Communicate support or other needs to the team
- Read daily communications and take note of all comings/goings, special instructions, etc.
- Ensure that all communication is passed along to next shift
- Assist management in ensuring that all policies and procedures are being followed

### **Physical Requirements**

- Ability to lift to 50 pounds
- Handle animals weighing up to 150 pounds
- Work standing, walking and bending for 6-8 hour shifts
- Stamina to work with energetic dogs, while ensuring our facility is inviting and sanitary

### **Experience and Qualifications:**

- Must love dogs and helping people.
- Must be comfortable in an off-leash play setting with varying numbers of dogs of varying breeds, temperaments, sizes, and energy levels.
- Must have good people skills and conflict resolution skills to help mediate situations that can arise in the dog park when owners disagree about their dog's behaviour
- Previous experience in a pet facility or pet care environment a plus
- Basic understanding of dog communication
- Excellent work history and references
- Must be over 18 and authorized to work in Canada