

In-Home Pet Sitting & Dog Walking

www.happypawscare.com

Job Description

JOB TITLE: Pet PAL

SUMMARY: Pet PALs provide a wide range of services for owners of a variety of animals which could include dogs, cats, birds, horses, poultry and exotics. Positions are part time with the ability to extend hours if desired as you gain experience as a professional pet sitter. It's the perfect permanent part time position with potential for growth and also great for someone looking to supplement their current income. The best candidates are those with full availability, 7 days a week for all of our time blocks. Sitters may be required to work holidays.

Pet PALs may be required to feed, medicate, and give water to animals under their care while keeping their quarters and bowls clean. They are expected to pick up after any animal they care for (litter box cleaning and pooper scooping). They are required to watch the animals closely to ensure they are in good health and are required to exercise animals, which may include high-energy dog walks of up to one hour per visit. They are required to keep records on the animal's health, feedings, behaviors and medications and must be able to articulate in a pet care journal that will be sent to client immediately following each visit. They must be detail oriented, problem solving individuals who can easily follow written instructions and who can express themselves in a clear and concise manner both verbally and in their writing.

We are looking for Pet PALs who are interested in a career as a pet care professional. They must be highly motivated and able to self manage. They must be cheerful, positive, enthusiastic, and have a genuine passion for the care of animals. They must have a very high level of customer service. They must act responsibly while being patient and tolerant when administering care. Since our sitters work in private homes, discretion and respect for the privacy of others is required. Sitters must conduct themselves in a professional manner, possess the ability to write engaging pet care journals using proper grammar and good spelling and, most of all, you must be flexible. They must also be able to take constructive criticism in a positive and professional way while correcting their behavior on future appointments.

Pet PALs must maintain emotional control during stressful situations, which may involve aggressive or sick animals, last minute schedule changes, changes in care instructions, extreme weather, emergencies, etc. Certain visits may require frequent standing, brisk walking, lifting of heavy animals, and potentially dealing with dogs that jump up and have poor manners. Energy,



good physical health, strength, fitness, animal sense and stamina are a must. All Employees are required to pass a reference and background check, a drug screen, and must be over the age of 21 and have a valid driver's license as well as a Smartphone or Tablet with data plan.

Pet PALs are also responsible for a client's mail, adjusting lights and taking out the trash while ensuring the client's home is maintained until their return.

Pet PALs must have a working knowledge of the Internet, be comfortable learning new web-based programs, have a Smartphone or Tablet with data plan, be able to access and respond to emails at least twice a day (once in the morning and again in the evening), and be extremely responsive.

All Employees are required to sign a non-compete agreement.

TIME BLOCKS

Happy Paws Home Care accepts applicants for the following time blocks. For any time block a sitter selects on their application, they must be available for that entire block.

Morning (7-9am), Late Morning (10am-12pm), Afternoon (1-3pm), Late Afternoon (4-6pm), Evening (7-9pm), Overnight (10pm-6am)

SERVICE AREAS

Sitters are asked to select one or more primary service area(s) when they come on board with us. We currently serve the following service areas:

Outer 275 Loop Northeast: primarily covers service area of Loveland, Milford, Maineville, Landen, Kings Mills and Mason

Outer 275 Loop Northwest: primarily covers service area of West Chester, Sharonville, Beckett Ridge, Hamilton, Fairfield, and Pleasant Run

Inner 275 Loop Northeast: primarily covers service area of Montgomery, Indian Hill, Blue Ash, Deer Park, Kenwood, Madeira, and Amberly

Inner 275 Loop Northwest: primarily covers service area of Reading, Wyoming, Woodlawn, Finneytown, North College Hill, Hartwell, and Carthage

Eastside: primarily covers service area of Hyde Park, Oakley, Norwood, Madisonville, Fairfax, and Mariemont

Westside: primarily covers service area of Delhi, Western Hills, Price Hill, Westwood, and Cheviot

Southeast: primarily covers service area of Anderson, Turpin, Newtown, and Mount Washington

Central: primarily covers service area of Downtown, Clifton, Mt. Lookout and Mt. Adams

Northern Kentucky: primarily covers service area of Covington, Newport, Erlanger, Florence, Fort Thomas, Fort Myers, and Cold Spring

COMPENSATION

Pet PALs are hired as Employees and are paid flat rates for services performed. Our pay rates come about to be about 50% of the billed visit including cancelation fees, additional pet fees and last minute fees. While we do try to keep sitters within their primary service area(s), at times sitters may be required to provide visits to clients outside of their primary area(s). In those instances, sitters are paid a rate of 60% of the billed visit. Sitters also retain 100% of any billed holiday fees and 100% of any tips left for them. In cases where appointments are split between multiple sitters, tips will be split accordingly unless otherwise directed by the client. Training Sits are paid at 25%. Sitters are compensated a flat rate of \$10.00 for Client Meetings and Sitter Introductions. Overnight visits are compensated at 70%. Sitters are paid by direct deposit for visits they have completed every two weeks.

OVERVIEW

- Must have experience caring for animals. This can include providing food and water, dog walking, scooping litter, minor grooming and administering medication.
- Able to access e-mail at least twice daily and should be proficient with texting.
- Able to stay current with any emails sent from our office ex: reading all emails/ responding quickly.
- Required to have a Smartphone or Tablet with data plan.
- Must be professional, courteous and communicative.
- Must have daily access to the Internet and know how to navigate the web.
- Must have a high level of customer service.
- Must be able to handle stressful situations with a calm, assertive demeanor.
- Must have clear handwriting, proper grammar, and good spelling.
- Must be able to concisely express themselves.

- Dog Walkers must be able to walk 2 dogs at once in a proper heel position.
- Dog Walkers must be able to work with all dog breeds.
- Must have experience with a variety of animal ages ranging from babies to geriatrics.
- Must abide by our Employee Handbook at all times.
- Are required to attend our quarterly staff meeting (on a Saturday: 9am-1pm).
- Are required to, at times, pick up and drop off keys and supplies to the office in Kenwood.
- Are required to meet with clients during the Client Meeting or Sitter Introduction.
- Must have a strong ability to follow written instructions, be self-motivated and, self manage.
- Must be friendly, confident and comfortable with meeting new clients and answering questions.
- Must maintain a proactive, meticulous approach to caring for client's homes and pets.
- Must have good communication skills and a positive demeanor.
- Must have a willingness to take direction and develop their skills accordingly.
- Must possess a strong attention to detail.
- Sitters should be familiar with our service areas.
- Must have reliable transportation that can accommodate extreme weather and high gas prices.
- Must have the ability to walk and drive in inclement weather and heat.
- Must be flexible and able to handle change with ease.

PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work will routinely require the Employee to bend, stoop, kneel, and/or crouch. Employees may experience minor infections and exposure to communicable diseases or infectious bacteria. Pet Sitters may experience physical injuries from bites and scratches by dogs, cats or other types of pets.

In addition to personalized care, Employees are often asked to perform light housekeeping tasks including sweeping in a client's home or vacuuming around litter boxes. The Employee is

also required to work in outside weather conditions, including wet, hot and/or humid conditions.

Pet Sitters may be required to walk at a moderate pace for up to one hour per sit with dogs that may pull.

There are extensive hours of driving with this position.

ACKNOWLEDGMENT:

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability,. I understand my job duties may change as the needs of the company change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

Name	Signature	Date