



## Jollytails Inc – Pet Attendant (Full Time Career Opportunity)

Looking for a fun and fast-paced pet-oriented career? Jollytails is a busy doggy daycare, dog training, grooming and pet store multi-facility business with locations in Halifax & Dartmouth. We are currently recruiting Dog Daycare Attendants for both our Halifax & Dartmouth locations.

The Daycare Attendants are responsible for the ethical care and safe play of pets in our daycare. This includes monitoring playgroups, managing dogs entering and exiting from the daycare gates, ensuring daycare cleanliness, bringing dogs to the front desk as requested, facilitating dog feedings on schedule, taking play photos and posting captions to our social media.

Play management includes large groups of dogs ranging from small to large. This is a super-fun position for dog-lovers, but please keep in mind it is not always a great time. Things can get a little loud and hectic, there is lots of poop, pee and sometimes vomit. There is an outside area for dog play, so this will mean spending lots of time outside in rain, snow, wind and shine. Dogs range from very small to very large. You must be confident and physically strong enough to be able to handle dogs of all sizes. Please be aware the working may include nights and/or weekends. Scheduling flexibility is a must.

### Job Duties

- Daycare monitoring: This role requires you to pay attention and make smart decisions regarding task priorities. Dog safety is always number one. Daycare attendants must understand dog behavior and play, and use that knowledge to monitor play groups.
- Customer service: Daycare staff are required to run dogs from the daycare to the front desk for hand-off to pet owners, safely and attentively pet. Your customer service interaction is typically short, but as the pet caretaker it is important. It is your responsibility to maintain a friendly and upbeat attitude.
- Facility Cleaning: Daycare staff are equally responsible to ensure crating and play areas are always clean and safe of hazards of any kind. This means the immediate pick-up and cleaning of dog excrement as needed, removal of garbage throughout the day as needed, monitoring for debris or any hazards in dog areas, cleaning and removal immediately, and end-shift cleaning and disinfecting of the daycare as required.
- Communicating issues to supervisor in charge in a timely manner

### Skills & Competencies

Reliability and attentiveness is KEY to this role. Daycare Attendants must also be physically capable of handling groups of dogs ranging from small to large, and have a good grasp of dog behavior.

Dog behavior: Understand dog behavior and playstyles, and how to manage play groups.



Decision-making: Smart decision making and the ability to act quickly is important in this role, and you are dealing with large playgroups where incidents can happen quickly but rarely without warning

Communication and interpersonal skills: The Daycare Attendants must be able to communicate effectively and positively with customers, coworkers and managers.

Customer service skills: The Customer Service team sets the tone for Jollytails, and providing good customer service will keep customers returning. All interactions with customers should be friendly and upbeat!

Dependability: The Daycare Attendants must be able to keep commitments to come into work and take care of all necessary tasks.

### Compensation

Jollytails offers work bonuses and regular wage reviews in addition to hourly wage. Pet attendant wage begins at \$16.00+ depending on experience. We offer staff discounts in addition to a comprehensive dental and medical benefits package.

### How to apply

Jollytails has an online application portal integrated into our website.

Please visit <https://jollytails.ca/hiring-portal> to submit your resume and cover letter.