

Fetch Pet Emporium

16049 State Highway 36, Suites 103 & 104

Bennington, NE 68007

402.502.4502

shop@fetchpetemporium.com



Groomer (Full-Time & Part-Time)

We are looking for dog groomers with welcoming, enthusiastic, positive and friendly personalities. Those that display confidence, enjoy interacting with other people, and have customer service skills. You bring the personality, we will bring the grooming clients to you! We are always looking for reliable people to join our team. Must love working with dogs!

The Fetch Pet Emporium Groomer attracts potential customers by answering product and service questions; suggesting specific grooming services; processing appointments; ensuring appointments are completed in a timely fashion; and fulfilling customer needs to ensure customer satisfaction.

This position requires a high school diploma or equivalent and a minimum of 1 year of experience successfully grooming pets in a retail environment. The ideal candidate has knowledge of commonly used concepts, practices and procedures within the pet grooming industry and has achieved a pet grooming certificate from an accredited training facility.

The Fetch Pet Emporium Groomer relies on instructions and pre-established guidelines to perform the functions of the job and works concurrently with other members of our team. Primary job functions require exercising independent judgment to assess grooming needs for individual pets with client input and completing services to that client's satisfaction. Fetch seeks candidates to fill this position that will ensure excellent service standards and maintain high customer satisfaction.

Benefits include: 15% off all retail merchandise; flexible schedule; commission, tips and free branded apparel.

Essential Job Functions: The selected candidate must be able to consistently perform the following duties and responsibilities:

- Professionally perform grooming services on animals as requested by customers and in accordance with Fetch company policy and procedure, ensuring the safety and well-being of each animal while in the care of the Fetch grooming team
- Deliver customer service and grooming services to clients that align with the Fetch brand
- Answer incoming calls/emails/texts/online ordering submissions for grooming appointments
- Open and maintain customer grooming accounts by recording/updating account information with specific details regarding breeds and grooming needs
- Resolve product or service problems by clarifying customer complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; forwarding to Store Manager, if necessary
- Move animals and merchandise up to 30 pounds.
- Utilize grooming instruments including shears and dryers.
- Recommend potential products and/or services by identifying customers' needs to achieve satisfaction
- Contribute to team effort by accomplishing related tasks as needed
- Follow communication procedures, guidelines and policies
- Greet customers warmly and go the extra mile to interact with customers
- Cancel or upgrade accounts
- Take payment information and other pertinent contact information
- Place or cancel grooming appointments

Work Environment:

- The majority of job duties are conducted indoors our grooming salon
- Position requires bending, kneeling, lifting (up to 50 pounds, as necessary) and standing for long periods of time
- The work environment can be noisy and wet

Education/Experience:

- A qualified applicant to this position will demonstrate knowledge and skills in the grooming industry, and either a high school diploma or its equivalent (GED) is preferred.
- The applicant must have earned a voluntary professional certification through the National Dog Groomers Association of America (NDGAA) or possess a minimum of one year's experience grooming/styling pets under the leadership of a professional groomer. References required.

Sought after Groomer skills & proficiencies:

- Customer Service
- Product Knowledge
- Quality Focus
- Documentation Skills
- Listening Skills
- Phone Skills
- Multitasking Capability
- Patience
- Positive Attitude
- Attention to Detail
- People Oriented
- Problem Solving
- Organizational Skills
- Adaptability
- Ability to Work Under Pressure

Interested clients: please call (402) 502-4502 and ask to speak with Jocelyn Nickerson, Owner. Or, email us at shop@fetchpetemporium.com.