



Job Description

JOB TITLE: Kennel Assistant
REPORTS TO: Clinic Manager
CLASSIFICATION: Non-Exempt, hourly, part-time

JOB SUMMARY

To accommodate our growth to the Lakeshore communities, C-SNIP is looking for a part-time Kennel Assistant (15-20 hrs/week) for a busy nonprofit spay/neuter clinic. We are looking for a team oriented animal lover with great customer service skills, as well as excellent attention to detail. Previous involvement with the veterinary clinical setting or animal welfare field along with knowledge about spay/neuter is helpful, but not required. The kennel assistant is committed to providing our clients and their pets with the highest level of care, as well as providing internal support to keep clinic operations running smoothly. Pay is \$11-\$13 per hour and benefits include flexible schedule, paid time off, and happiness knowing that you are making a difference in the lives of people and their beloved pets. Please submit resume and cover letter to kats@csnip.org explaining your work history, why you are interested in this job and how part-time employment fits your needs.

Work environment:

The office and operations of a high volume spay/neuter clinic can be very busy at times. This part-time position will typically be scheduled to work 3-4 days/week Tues-Fri. The ideal candidate will be flexible with schedule changes to accommodate covering shifts as needed. While the majority of the work of this position will take place at our Lakeshore clinic, occasional travel to our Grand Rapids clinic will be required for occasional shifts, training, staff meetings, etc.

Responsibilities pertaining to customer service include but are not limited to:

- Assisting with morning/afternoon pet release
- Processing payments and ensuring money is recorded accurately
- Providing excellent, client focused customer service
- Completing daily closing checklist including restocking supplies and cleaning lobby and common areas
- Other tasks as assigned

Responsibilities pertaining to clinic support include but are not limited to:

- Cleaning surgical instruments
- Assembling and sterilizing surgical packs



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- Entering and printing daily surgical paperwork
- Following strict clinic laundry protocol
- Upholding safety and cleaning protocols by conscientiously cleaning and sanitizing both dog and cat kennels to prevent infectious disease
- Other tasks as assigned

Position Requirements

- Passion for C-SNIP's mission and the desire to work with people and their pets
- English language fluency
- Desire to actively participate within a team-oriented veterinary medical surgical setting
- The ability to work efficiently without supervision after thorough and supportive training
- Ability to learn basic veterinary medical concepts, including knowledge about spay/neuter, wellness, and basic pet care
- Ability to accurately gather and relay information in a friendly and professional manner
- Good communication skills – both individually and in a group setting
- Enjoy being around dogs and cats
- Accuracy, detail-orientation, and customer service skills essential
- Able to enter data accurately into a database system

Physical Requirements

- Must be able to work standing, squatting, or sitting for 5 or more cumulative hours
- Must be able to see fine detail in a variety of situations
- Must be able to lift up to 50 lbs.

Preferred skills/experience

- Two or more years of animal care, reception/client relations experience in a veterinary clinic and/or animal shelter environment is preferred, but not required.