



JOB DESCRIPTION

Job title	<i>Ranch Hand</i>	Reports to	<i>Ranch Manager</i>
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Job purpose

The Ranch Hand works with the team to provide guests with care, exercise, enrichment and human socialization. Ranch Hands help keep the facility neat, clean, safe and work with all other Ranch employees in a cooperative, respectful, drama-less manner.

Duties and responsibilities

- Adhere to The Oaks Dog Ranch's safety, animal handling and customer service standards.
- Use personal cell phones to access the ZELLO app to communicate with other team members during shift, to take pictures and videos of the dogs for Play Day Updates and promotional purposes, and using the kennel management system GINGR to look up dog profiles.
- Using approved methods, safely and efficiently walk dogs from inside kennels to outside play yards and back as required.
- Ability to lead *Cool Customers*, *Customized Small Group*, and *Fast and Furious* as deemed suitable by the Ranch Manager and/or Lead Ranch Hand on duty.
- Actively play and interact with dogs at all times in play yards.
- Demonstrate understanding of basic dog language and ability to intervene as necessary to prevent situations in the yards.
- Demonstrate understanding of safe, enriching group play to include basic obedience training, agility, playing fetch, tug, follow the leader, grooming, giving relaxation massages and more.
- Being a role model to Trainees and Ranch Hand Runners who are assisting in the yards.
- Ability to safely and efficiently break up a fight following The Oaks Dog Ranch Fight Policy.
- Ability to communicate effectively to Management, co-workers and customers.
- Ability to work with other Ranch employees in a cooperative, respectful, drama-less manner.
- Ability to work as a team to keep the facility neat and clean, including but not limited to picking up feces, laundry, sweeping, mopping, trash collection, etc.
- Other duties as assigned by Ranch Manager and/or Lead Ranch Hand on duty.

Qualifications

- Minimum 18 years of age
- Demonstrated willingness to do all job tasks safely and efficiently while adhering to The Oaks Dog Ranch safety standards.
- 140 supervised hours in the play yards as a Ranch Hand Runner, and/or at the discretion of the Ranch Manager.
- Demonstrated ability to appropriately and positively interact with dogs while dealing with a variety of actions dogs may display. These include but are not limited to growling, nipping, biting, tearing clothing, jumping, fighting with other dogs, etc.

- Excellent communication skills to deliver exceptional client service and work effectively as part of a team.
- Stated willingness to accept the various behaviors dogs may demonstrate, including but not limited to aggression, reactivity, over-stimulation, fear, and stress.
- Demonstrate leadership qualities.

Working conditions

This job requires individuals to work early or late shifts, holidays and weekends. Playtime is held outdoors in adverse weather conditions, including wind, rain, heat (may exceed 100 degrees), and cold (lows may be below freezing). Special working conditions cover a range of circumstances from regular evening and weekend work, shift work, working outdoors, working with challenging clients, co-workers, behaviorally-challenged animals and so forth. Employees will work with dogs that may bite and scratch and may expose them to urine or feces. This position may expose an employee to disinfectants and other cleaning materials requiring the use of gloves. Additionally, employees may be exposed to loud noises which may require the use of hearing protection.

Physical requirements

Working at The Oaks Dog Ranch is physically demanding. Employees must be able to lift 20 lbs. independently, walk significant distances, squat, bend, climb, stand for long periods of time, physically handle a large dog pulling with significant force on leash, and have hand dexterity to clip leads, open gates, etc. Employees must be able to see, with or without corrective lenses, to identify proximity of other animals.

Mental requirements

Working at The Oaks Dog Ranch is mentally demanding. Employees must always be attentive while demonstrating situational awareness and use critical thinking, problem solving and independent judgement to maximize safety and make the best quick decisions.

I have read the job description detailed above, understand its requirements, agree to satisfactorily perform the duties and responsibilities and I agree that I can do all this, with or without an accommodation.

Printed Name	Signature	Date
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