



Dog Associate Job Description

Dioji K-9 Resort & Athletic Club is a refreshing approach to full-service canine care. Inspired by a dog's love for play and affection, each Dioji facility offers a 10,000 sq ft, cage-free tropical oasis with unparalleled amenities and hospitality. We currently have 4 locations in California.

'For those who know and appreciate the best, Dioji is at your service.' It is the people of Dioji that make the difference. Our team members provide excellent customer service and attentive, loving care to each and every canine guest. They also take pride in our facility and work diligently as a team to maintain our high standard of cleanliness and safety.

Dog Associate

The Dog Associate position is key to the overall success of Dioji. This job is very fast-paced, hands-on, physically active, and requires continuous mental focus. If that sounds like a good fit for you – please read on! While working for Dioji, our Dog Associates are expected to perform a variety of tasks throughout a single shift. It is this teamwork style atmosphere that creates a successful environment for handling multiple dogs, delivers outstanding customer service to our clients, and keeps our team happy and focused.

Responsibilities:

Some of the responsibilities our Dog Associates are expected to handle during a shift include:

- Yard management - Constantly being on your feet to actively manage all dogs in your assigned yard, ensuring proper and safe play
- Safe practices - Handling dogs while safely moving between various areas throughout the facility
- Outstanding customer service - including clientele greetings, answering product and service questions, and escorting dogs to and from appropriate play areas
- Grooming - Bathing and other Dioji grooming services including but not limited to nail trims, anal gland expressions, brush outs, etc.
- Feeding - Following detailed instructions to accurately feed individualized meals in a safe manner
- Cleaning - and other janitorial duties to maintain a sanitary facility. This includes but is not limited to cleaning up after the animals and sanitizing facility grounds
- Additional duties - Working as part of a team in order to assist other team members when needed. This can include a variety of tasks that provide excellent overall service and care for our clients

Qualifications:

Dioji offers an extensive training program for each Dog Associate responsibility, including full training in canine behavior and safe handling techniques. You just need to bring a good attitude, share our love of dogs, and be ready to work hard as part of an amazing team! Below are the qualifications for a successful candidate:

- Able to work standing and/or walking during entire shift (minimum 4 hours, maximum 8 hours)



- Use of hands, arms, and shoulders in repetitive motion to handle dogs in the yard, while bathing, or escorting
- Occasional bending, twisting, or squatting of the body and limbs when needed to handle dogs
- Frequently lift weight up to 25 lbs, and occasionally up to 50 lbs
- Occasionally carry weight up to 25 lb for less than 10 feet
- Willingness to work in both indoor and outdoor settings
- Frequent exposure to seasonal weather and outside elements
- Capable of maneuvering across uneven terrain
- Proper handling of pet waste and cleaning chemicals
- Must be quick on your feet and agile in an active dog environment
- Exposure to noise associated with a dog-friendly environment
- Applicants must be at least 18 years of age
- Hard working, reliable, team-oriented and punctual
- Able to work in a fast-paced, active environment
- Share our love of dogs! 6 months of professional, animal related experience is recommended but not required (volunteer work counts!)
- Customer service experience is also a plus

Benefits:

- Competitive pay with management advancement opportunities
- Both Full and Part Time positions are available
- Full-Time positions include medical benefits (health care, dental, and vision insurance)
- Paid time off
- Paid sick time
- Elevated holiday pay
- Retirement plans with company matching
- Family and medical leave
- Short & long term disability
- Workers Compensation insurance
- 20% off Employee discount on Dioji retail and services
- Skill and leadership training programs
- Employee of the month rewards and recognition
- Exposure to numerous dog breed varieties
- Unique and rewarding work environment with wonderful people!