

Staffing for Startup

Place ads in Craig's list every 2-3 days to maintain top placement for job positions (reception, technician, assistant). Do not elaborate, keep it simple. Local classifieds will cost some but not too much.

Set up a specific email address to collect resumes in PDF format. This will target computer literate applicants and be easier to file.

First step is to parse through the resumes based upon grammar formatting and content.

Second step is to set up a day for sequential 10-15 minute interviews. Ask the same questions of each applicant and record answers. Request a written paragraph about their favorite pet or animal experience (last 5 minutes). Provide paper, pen and clipboard. This is a listening experience. Grade them on appearance, making eye contact, smiling, and general personality type. Give only a salary range, no specifics.

Third step is to call back applicants that meet the criteria for employment. This interview is to be longer and more pointed in questioning to get a feel of the applicant's potential as a co-worker/employee. Your expectations of the candidate should be stated. Be sure to have a dog or cat around to see the interaction.

Finally make a selection of your choice employees and ask them to meet you and present a plan for employment and compensation. Experience can be a double-edged sword; attitude and potential may balance out lack of experience. Applicants must be "people" oriented.... It is a given that they love animals. Mature applicants are preferred and those with tats and piercings avoided unless it is consistent with your demographic. Nonetheless, certain aspects of personal care must be limited to avoid risk in the workplace. Long nails, hair, jewelry, etc..

Our preference is to hire on a part- time basis with no initial benefit schedule. First three months is a trial period of employment. We often start with two part-time technicians and two part-time receptionists. Both will be cross-trained to the extent that phones may be answered properly and animals may be restrained adequately.

Hire date is to be two weeks prior to opening. This period is used for computer training, inventory, telephone scripts, work flows. This is a time for dress rehearsal. Friends and family may bring their pets for complimentary care during this training period.

Prepare scripts for the following:

- a) Heartworm tx/ and prevention
- b) Dental care and how to grade
- c) Flea control and treatment
- d) Dietary management
- e) Puppy / Kitten health plans
- f) Adult health plans
- g) Puppy training scripts
- h) Pricing inquiries
- i) Obtaining previous records
- j) Discharge / rechecks
- k) Response to outside pharmacy scripts