

Kickserv Job Assignment Guide

Introduction

This document provides a comprehensive guide to navigating job assignments in the Kickserv system for the Dawn's Time team. It includes details on recent staff permission updates, how to locate available jobs, the process for expressing interest in assignments, and how jobs are assigned.

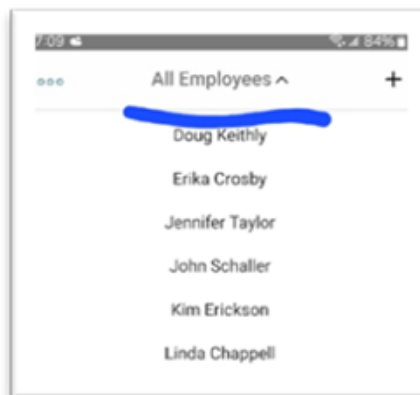
Notification of Available Jobs

Dawn's Time admins will send an '**Unscheduled Job Alert**' to the staff text chat to notify employees of available jobs. However, please avoid continuing the conversation in the group chat. Instead, check Kickserv for details and to express interest. Our goal is to minimize unnecessary messages while maintaining clear communication.

If you have a specific question about a job or task, please reach out to Dawn or an Admin directly rather than messaging the entire group. We are working on establishing a dedicated Admin schedule so you'll know who is managing assignments. In the meantime, please direct job-related texts to Dawn at (719) 257-3469, rather than the full staff group.

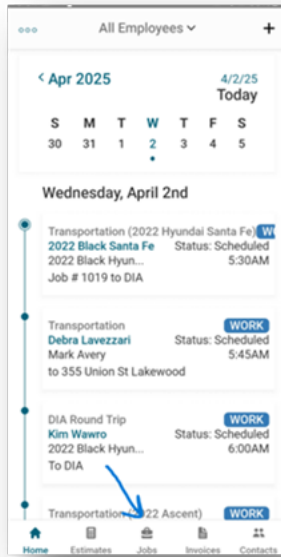
Permissions Update

Some staff permissions have changed. If you now see all jobs instead of just your own, you can still filter the information. To view only jobs related to you, click on the All Employees dropdown and select your name.

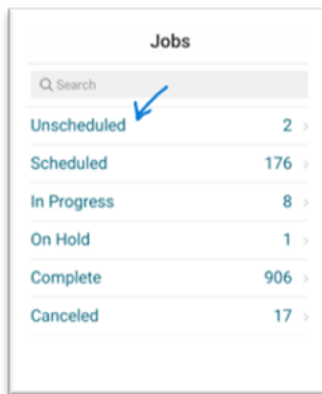


Finding Available Jobs in the Kickserv App

1. Click Jobs

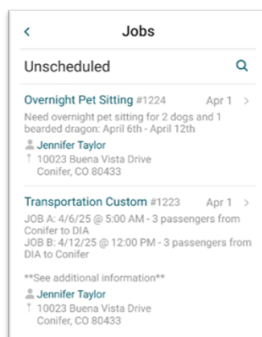


2. Click Unscheduled



Important Notes:

- The number of available jobs can be misleading, as some jobs include multiple shifts (e.g., round trips to and from DIA or multiple drop-ins). Click any job to view the details.
- Multiple openings will be listed in the description box below the Job name/Number.

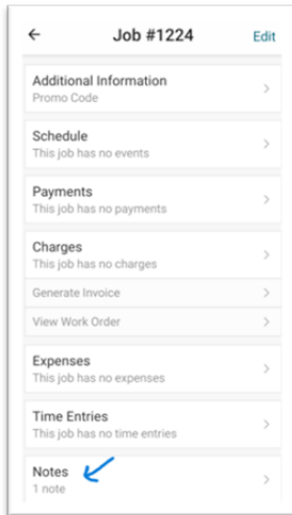


- Check the Additional Information section for extra job details.

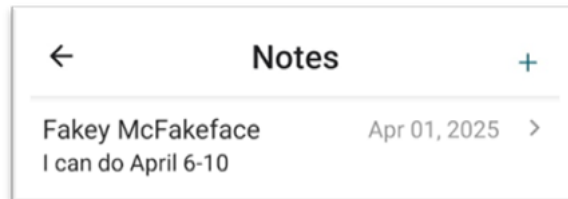
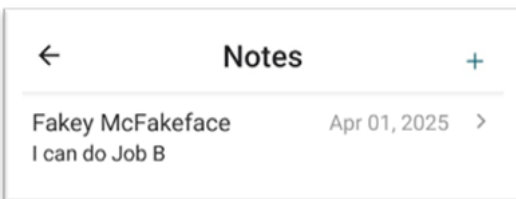
- Ignore jobs labeled with vehicle names (e.g., *2022 Silver Outback*). These are for car scheduling and are not actual jobs. Admins will clean them out periodically.

Expressing Interest in a Job

1. Scroll down and click Notes



2. Click the plus (+) sign to add a new note
3. Leave a clear message, such as:
 - If a single job: *"I can do this." Or "I'll take this job."*
 - *"I can do Job B."*
 - *"I can do both A & B"*
 - *"I can do the morning drop-ins if someone else covers the evening."*

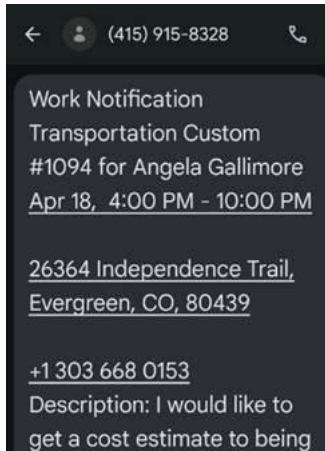


Even if other names and notes are listed, the job may not be fully assigned! Leaving your name signals your interest to the Admins and helps ensure backup coverage. If a reassignment is needed for any reason, we'll know who was, and may still be, interested in the job.

💡 Being first to comment does not guarantee assignment. Scheduling is based on multiple factors, including but not limited to:

- Proximity – Matching cars, clients, and staff efficiently to minimize travel costs.
- Workload balance – Ensuring fair distribution of jobs and preventing burnout.
- Client feedback & special requests – Some clients have preferences for specific staff.
- Skillset & experience – Certain jobs may require expertise in handling specific breeds or species.
- Familiarity with clients & pets – Maintaining consistency in service and reducing the need for extra Meet & Greets.

Once assigned, Admins will schedule the work in Kickserv. It will then disappear from the **Unscheduled** list, and you'll receive a Kickserv text notification. If you have had jobs in the past but never received a text notification from Kickserv, please let Dawn know so that we can resolve the issue.



All workload/shifts must be covered before the job can be booked and notifications are sent. If part of the job is covered, the Admins will make a note such as "Job A is covered-name" or "Morning drop-ins are covered, who has the nights?" to indicate that work is still available.

Conclusion

Understanding and following the Kickserv job assignment process is essential for smooth operations, balanced workloads, and exceptional service for our clients. While we will send an 'Unscheduled Job Alert' text in the staff group chat, employees are encouraged to regularly check for available jobs and clearly express interest.

Clear and open communication among all team members is key to our success. By staying informed, coordinating effectively, and supporting one another, we can maintain a seamless workflow and continue providing top-quality service.

Thank you for your dedication and hard work!

Confidentiality Notice

This document contains confidential information intended for authorized employees of Dawn's Time LLC. Unauthorized sharing, copying, or use of this material is strictly prohibited. Any misuse may result in disciplinary action or legal consequences.

If you received this document in error, please notify the sender immediately and delete all copies. Dawn's Time LLC reserves the right to monitor compliance with confidentiality policies.