Core Employee Job Descriptions:
Receptionist, Registered Veterinary Technician, Doctor’s Assistant, Veterinary Technician

Receptionist Job Description

The primary job for a receptionist is to exceed our client’s expectations for outstanding client service while creating a warm and welcoming impression. A good receptionist is a “people person” who enjoys working with diverse clients and is caring, friendly, and efficient.

The receptionist must remain professional and courteous to clients and co-workers while handling multiple tasks at once with many interruptions. The position is part crowd control, part efficiency expert, and part records manager. Receptionists answer the phones, differentiate between routine and emergency cases, schedule appointments, greet clients, admit and check out the day’s appointments, process payments and manage financial information, and communicate between clients and other staff.

Receptionists must be able to empathize with clients and remain compassionate and well-mannered if a client becomes emotional or discourteous. They should remain calm and collected in the face of emergency situations. Receptionists should have a firm belief in the quality of care we provide and communicate this sense of assurance to our clients. The receptionist must know and understand our services and recommendations and be able to clearly communicate these to our clients.

Providing for patient and client comfort by keeping the reception area clean and presentable is part of the daily routine. Ultimately, it is the receptionist who is responsible for creating a good first and last impression on our clients. The importance of this role cannot be over emphasized.

Education and Essential Qualifications

- Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and cannot be accommodated.
- All employees must be able to read, write legibly, and communicate clearly in English both in person and on the telephone. Employees must have good oral and written communication skills including the ability to listen, talk, write, type, and otherwise communicate with professionalism and tact. Proper grammar, spelling, and punctuation are expected.
- Basic computer literacy including the ability to type on a computer keyboard, use a computer mouse, and view information on a computer screen is required.
- Must be able to read a street map and give directions to the practice.
- Employees must have the physical strength and ability to lift and carry an object weighing up to 50 pounds without assistance.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a doctor or other supervisor dismisses the staff. Physical exertion will include repetitive standing, walking, stooping, bending, twisting, and lifting. Must be able to grasp, hold, and manipulate objects varying from small and fine to large and heavy with both hands.
- Employees must be able to safely and competently operate equipment pertinent to carrying out their duties.
- Employees must be able to view physical symptoms or medical problems, read medical instruments, and follow handwritten instructions.
- Employees must be able to respond and quickly react to frequent auditory signals, warnings, or communication from other staff, animals, or medical equipment.
- Receptionists must be able to make independent decisions, recall many facts and figures from memory, and solve complex problems.
- Receptionists must be able to process monetary transactions, count cash and make change, and process financial reports and statements.

General Job Requirements

- Read and comply with the policies of {name of practice} Employee Handbook
- Follow all hospital standard procedures and protocols, both current and future, as contained within the training manuals or as written or communicated by doctors or other supervisory staff
• Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone, and actions under all circumstances
• Complete the employee training check lists and participate in performance reviews as requested
• Be teachable and accept performance critiques positively as a means to learn and grow
• Remain flexible and willing to implement new or changing procedures in the future
• Always be in position and ready to work promptly at the start of each scheduled shift
• Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and cannot be accommodated for this position.
• Hourly employees must maintain accurate records of time worked by clocking in and out for each shift. Must track hours worked per week and inform a supervisor if extended shifts will result in overtime.
• Maintain a groomed and neat professional appearance while at work, including a clean and unwrinkled uniform and a name tag.
• Every staff member is responsible to maintain the cleanliness and sanitary condition of the entire hospital, including the parking lot, sidewalks, and entries. Trash, urine, feces, blood or other such things should be cleaned and sanitized immediately.
• Employees of a veterinary hospital will encounter stressful situations including but not limited to emotional clients, pet emergencies, and managing multiple priorities at once. All staff members must be able to manage stress in order to carry out the duties of the job in a calm and professional manner.
• Employees will interact with many types of pets and should not be overly fearful of unfamiliar animals. All pets must be treated with kindness and respect at all times.
• Follow OSHA standards and be familiar with Material Data Safety Sheets. Occupational hazards may include but are not limited to animal bite or scratch wounds and exposure to x-rays, anesthetic gases, CO2 Laser, caustic or toxic materials, and zoonotic diseases. Employees must follow all safety guidelines contained in the employee handbook and posted in hazardous areas.
• Remain productive during slow times by seeking additional duties such as cleaning, stocking, or other tasks. Ask your team coordinator or the hospital administrator for ideas.
• Learn and use BSAH language and abbreviations for describing common services
• Be willing to volunteer for various office management tasks or other duties that may be reasonably assigned from time to time
• Run miscellaneous errands if requested by a doctor or supervisor
• Attend staff and team meetings; provide advance written notice to the hospital manager if a meeting will be missed; retrieve and study notes from any missed meetings and ask for clarification if anything from the meeting is unclear
• Train other staff members or new employees in the skills listed on this job description or in the training manual
• Attend continuing education opportunities as requested
• Follow established security protocols including locking and setting the alarm to ensure the safety and security of patients, staff, and the facility.
• Use your own password identification to enter the practice-management software and your own unique initials on all paperwork, treatment sheets, etc to signify your work
• Maintain a pleasant and cooperative attitude toward co-workers. Be willing to help any staff member with a task if requested.
• Maintain confidentiality regarding clients, patients, medical and financial records, and hospital procedures, policies, and protocols.
• Maintain a positive attitude about the hospital, clients, patients, and co-workers. Avoid gossiping, condemning, judging, and making negative comments or participating in such discussions. Negative feelings or concerns should be discussed with the team coordinator or Hospital Administrator. Instead of complaining about problems, strive to be part of the solution.

Client Education

• Smile and project a polite, friendly demeanor during all client interactions
• Strive during the course of every client interaction to give a sincere complement or say something nice about them or their pet or children.
• Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, feline leukemia testing and prevention, and common behavior problems such as house training, chewing, etc.
- Explain vaccinations, wellness care, and spay/neuter/declaw recommendations.
- Become reasonably familiar with dog and cat breeds and coat colors. Know and be able to communicate which species of pets are treated by our hospital.
- Be able to communicate and enforce the hospital’s payment, held check, care credit, and finance charge policies with poise and tact.
- Give price quotes by explaining the services contained in standard estimates and educating the client about the value of following the recommendations.
- Communicate the information in the new kitten and new puppy handouts.
- Explain and answer questions about proper surgery aftercare.
- Be able to communicate and enforce the hospital’s payment, held check, care credit, and finance charge policies with poise and tact.
- Give progress reports on hospitalized patients as directed by the doctor.
- Know how to access and navigate the Internet to find veterinary websites and access information for clients. (Internet use should be limited to valid professional purposes only during work hours)
- Be familiar with the practice’s website and direct clients there for more information on relevant topics or to download forms and estimates
- Convey information in an accurate and professional way between the doctor and the client when the doctor is unavailable to speak with the client directly.
- Recognize the limits of your knowledge. If you are not absolutely confident that you know the answer to a client’s question, do not answer it. Ask another staff member for help.

**Telephone Skills**

- Answer the telephones by the 3rd ring in a courteous and friendly manner.
- Phones should be answered (Name of practice)" This is ____________, how may I help you?
- If a call must be placed on hold, ask for the callers permission: “Can you hold, please?”
- Callers should not be left on hold without checking back with them for more than 2 minutes. The phone will start to beep after the caller has been on hold for 1 minute.
- Smile while answering and talking on the phone to enhance the friendly quality of your voice.
- Use the caller and pet’s name in conversations to personalize the interaction
- Learn and be able to efficiently use the telephone system features such as hold, paging, and voice mail.
- Be able to check messages and program the phones for doctor’s hotline and staff meetings
- Become familiar with our products, services, recommendations, and standard estimates in order to convey value when communicating fee estimates to clients or potential clients
- Politely ask the client if they would like to schedule an appointment after giving a fee estimate or if a pet needs to be seen by a doctor
- Schedule appointments for the hospital and pet resort boarding and grooming
- Be able to recognize if a caller has an emergency situation and respond appropriately. If in doubt, ask. Real emergencies should be directed to come to the hospital immediately. Non-emergencies should be scheduled an appointment as soon as possible.
- Callers requesting to speak with a doctor must be politely and professionally identified so they may be properly routed. Learn and follow the procedure for how different types of calls should be handled.
- Staff must always respond positively to any caller who wishes for their pet to be seen. Staff members may not direct callers to the emergency clinic or another hospital due to closing time, a full schedule, etc. Check with the doctor for instructions if the schedule is full or the caller cannot arrive prior to closing time.

**Reception**

Our goal when a client walks in the door is to WOW them with our friendly, professional service. Constantly be looking for ways to creatively accomplish this goal. The following tasks are the bare minimum in providing good customer service:

- Review the appointment lists for the day in order to greet clients/patients by name
• Smile, make direct eye contact, and greet a client within 5 seconds of their entry into the hospital. If you are on the phone when they enter - smile, make direct eye contact, and wave to let them know you will be with them soon.
• Greet clients by name, acknowledge their pet by name, and make them feel welcome and comfortable.
• Assist clients by holding doors, helping with rambunctious pets or children, and carrying things when needed.
• Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats and smaller pets are caged. Isolate aggressive pets. Request assistance as needed.
• Make clients feel welcome by giving them some direction. Offer coffee, invite them to watch playtime or the video, or have a seat and read a magazine or book. Don’t leave them looking around for what they are supposed to do next.
• After greeting and assuring the comfort of the client, process paperwork and admit clients for hospital appointments, drop offs, boarding, daycare and grooming.
• Update client/patient files, including name, address, telephone numbers and vaccination and heartworm history.
• Provide educational materials to clients and answer common questions regarding pet care and health recommendations as opportunities arise.
• Monitor the schedule and keep clients informed of expected waiting time if the doctor is behind schedule.
• Assess emergency situations and bring the pet to a doctor or technician immediately. Assure the client the doctor will treat the pet and then speak with them as soon as possible.
• Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room and having them examined by a doctor prior to admitting them to the hospital or pet resort areas where they may have contact with other pets.
• Review the schedule and be prepared for clients arriving for euthanasia appointments. Greet these clients by name with concern and compassion. Be sensitive about side conversations that are light hearted and may disturb the client. Escort them directly to the comfort room and let the doctor know immediately that they have arrived. Be prepared to assist the doctor with paperwork as directed in order to expedite the euthanasia appointment.
• Invoice services, medications, pet foods, and supplies. Look for opportunities to educate clients regarding our products and services and guide their buying decisions.
• Process and help clients complete CareCredit® applications.
• Carefully note and complete any instructions given by the doctor at the top of an appointment’s check in sheet regarding records management, scheduling follow up visits, etc.
• Learn and follow all procedures for discharging a patient from the hospital.
• Total invoices and present charges. Answer client questions regarding fees by going over the itemized charges. If the client has a concern, consult with the doctor who performed the service.
• Collect payments by correctly processing cash, credit card, debit card, check and held check payments. Ensure that checks have proper identifying information and are dated and signed. Match clients’ signatures on credit receipts with that on their credit cards or photo identification.
• Provide every clients with a printed receipts of their transactions.
• Sincerely thank clients and tell them we look forward to seeing them again next time.

**Record Keeping and Office Management Duties**

• Create, update, and maintain computer and paper medical records according to procedure.
• Understand the medical record filing system. Become familiar with all the places in the hospital a medical record may be stored in order to retrieve it when needed.
• Accurately file medical records and use appropriate slots and bins assigned to doctors and other areas of the hospital where a file may be placed.
• Perform opening and closing procedures and complete daily check lists.
• Note and reschedule missed appointments.
• Review appointment lists for subsequent days and call to remind clients of appointments.
• Maintain computer records and backups.
• Keep front desk and reception area neat and clean. Keep reading and educational materials current and orderly. Replace outdated or damaged materials.
• Note and restock supplies in the reception area and add items to the want list as needed.
- Reconcile invoices and money at day-end
- Bank deposits
- Maintain and purge medical records
- Maintain health certificate and rabies certificate files, including sending copies to appropriate government agencies
- Send thank you, sympathy, welcome-to-the-practice cards and pre-appointing cards
- Send reminder notices and recalls. File returned reminders in patient file.
- Handle incoming/outgoing mail and miscellaneous correspondence
- Prepare welcome letters, thank you cards, condolences and other correspondence for doctor’s signature
- Monitor returned checks and overdue accounts
- Copy and mail or fax patient records when requested

Employees are expected to act in the best interest of the hospital, even if doing so requires actions or responsibilities not specifically listed in the job description.

The job description is subject to addition, subtraction, or revision by management as needed.

Worker Status for Payroll Over-Time Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job I am accepting as a receptionist at {Practice Name}. By signing below I testify that I have the educational qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand that the signing of this job description does not in any way create or constitute an employment contract or change my "at will" employment status under {state} laws.

Date:__________________ Employee Signature: _________________________________

Registered Veterinary Technician Job Description

The registered veterinary technician has many important responsibilities and plays many roles within the hospital. They apply their professional skills in anesthesia, surgery, dentistry, laboratory testing, patient nursing, and client education.

The technician is routinely entrusted with patient assessments, anesthesia, procedures, and treatments. The technician must be a detail oriented person who can make good decisions, respond quickly and calmly to crises, and maintain high standards of patient care. Technicians need to communicate clearly with the doctor’s, other hospital personnel, and clients to ensure that patients receive the care that they need. Technicians should enjoy working with diverse people and animals and be friendly and flexible in the face of varying expectations from clients and co-workers. A technician’s focus is ever changing according to the priority of the moment. This often requires significant multi-tasking and creative thinking ability. Technicians must remain calm and collected in the face of emergency situations in order to lead others through the tasks that must be accomplished.

Technicians must share a firm belief in the quality of care we provide and communicate this sense of assurance to clients. It is important to know and understand our services and recommendations and be able to clearly convey the value of the services to the clients. Excellent client communication skills and a commitment to outstanding client service are essential.

Technicians provide training, supervision, and leadership for other members of the pet health care team. Strong interpersonal skills and the ability to set a good example, promote a positive work environment, and provide direction and motivation to co-workers are important aspects of the position. Registered technicians should know and be able to perform and teach all tasks covered in the Doctor’s Assistant and Animal Care Assistant job descriptions as well as this job description.
Education and Qualifications

- Technicians must be graduates of an AVMA accredited training school or program. They must be licensed with the state of _____________ and must complete all requirements to maintain their licensure.
- All employees must be able to read, write legibly, and communicate clearly in English both in person and on the telephone.
- Basic computer literacy including the ability to type on a computer keyboard, use a computer mouse, and view information on a computer screen is required. Experience with Microsoft Windows, Word, and Excel is helpful.
- Must be able to read a street map and give directions to the practice.
- Employees must have the physical strength and ability to lift and carry a pet or other object weighing up to 50 pounds without assistance. Must be able to assist in lifting patients or other objects weighing more than 50 pounds.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a doctor or other supervisor dismisses the staff.
- Technicians must be able to operate equipment pertinent to carrying out their duties, including but not limited to laboratory equipment, anesthesia and dental equipment, and the xray machine and processor.
- Technicians must physically hold and restrain pets who may struggle, scratch, or try to bite. This requires the emotional ability to remain calm and compassionate with animals who are reacting to fear and/or pain.

General Job Requirements

- Read and comply with the policies of the ANIMAL HOSPITAL Employee Handbook.
- Follow all hospital standard procedures and protocols, both current and future, as contained within the training manuals or as written or communicated by doctors or other supervisory staff.
- Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone, and actions under all circumstances.
- Complete the employee training check lists and participate in performance reviews as requested.
- Be teachable and accept performance critiques positively as a means to learn and grow.
- Remain flexible and willing to implement new or changing procedures in the future.
- Always be in position and ready to work promptly at the start of each scheduled shift.
- Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and cannot be accommodated for this position.
- Hourly employees must maintain accurate records of time worked by clocking in and out for each shift. Must track hours worked per week and inform a supervisor if extended shifts will result in overtime.
- Maintain a groomed and neat professional appearance while at work, including a clean and unwrinkled uniform and a name tag.
- Every staff member is responsible to maintain the cleanliness and sanitary condition of the entire hospital, including the parking lot, side walks, and entries. Trash, urine, feces, blood or other such things should be cleaned and sanitized immediately.
- Employees of a veterinary hospital will encounter stressful situations including but not limited to emotional clients, pet emergencies, and managing multiple priorities at once. All staff members must be able to manage stress in order to carry out the duties of the job in a calm and professional manner.
- Employees will interact with many types of pets and should not be overly fearful of unfamiliar animals. All pets must be treated with kindness and respect at all times.
- Follow OSHA standards and be familiar with Material Data Safety Sheets. Occupational hazards may include but are not limited to animal bite or scratch wounds and exposure to x-rays, anesthetic gases, CO2 Laser, caustic or toxic materials, and zoonotic diseases. Employees must follow all safety guidelines contained in the employee handbook and posted in hazardous areas.
- Inform the Hospital Manager or a Doctor immediately of all bite or deep scratch wounds you suffer so that reports can be made and you can be referred for timely medical care by a physician if necessary. Clean all wounds quickly and thoroughly with surgical scrub.
• Remain productive during slow times by seeking additional duties such as cleaning, stocking, or other tasks. Ask your team coordinator or the hospital administrator for ideas.
• Learn and use BSAH language and abbreviations for describing common services
• Be willing to volunteer for various office management tasks or other duties that may be reasonably assigned from time to time
• Run miscellaneous errands if requested by a doctor or supervisor
• Attend staff and team meetings; provide advance written notice to the hospital manager if a meeting will be missed; retrieve and study notes from any missed meetings and ask for clarification if anything from the meeting is unclear
• Train other staff members or new employees in the skills listed on the doctor’s assistant, Animal Care Assistant, and Technician job descriptions or in the training manuals
• Attend continuing education opportunities as requested
• Follow established security protocols including locking and setting the alarm to ensure the safety and security of patients, staff, and the facility.
• Use your own password identification to enter the practice-management software and your own unique initials on all paperwork, treatment sheets, etc to signify your work
• Maintain a pleasant and cooperative attitude toward co-workers. Be willing to help any staff member with a task if requested.
• Maintain confidentiality regarding clients, patients, medical and financial records, and hospital procedures, policies, and protocols.
• Maintain and project a positive attitude about the hospital, clients, patients, and co-workers. Avoid gossiping, condemning, judging, and making negative comments or participating in such discussions. Negative feelings or concerns should be discussed with the team coordinator or Hospital Administrator. Instead of complaining about problems, strive to be part of the solution.

Client Education & Service

Our goal when a client walks in the door is to WOW them with our friendly, professional service. Constantly be looking for ways to creatively accomplish this goal. The following tasks are the bare minimum in providing good customer service:
• Smile, make direct eye contact, and project a polite, friendly demeanor during all client interactions
• Strive during the course of every client interaction to give a sincere complement or say something nice about them or their pet or children.
• Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, feline leukemia testing and prevention, and common behavior problems such as house training, chewing, etc.
• Explain vaccinations, wellness care, and spay/neuter/declaw recommendations.
• Become reasonably familiar with dog and cat breeds and coat colors. Know and be able to communicate which species of pets are treated by our hospital.
• Be able to communicate and enforce the hospital’s payment, held check, care credit, and finance charge policies with poise and tact.
• Give price quotes by explaining the services contained in standard estimates and educating the client about the value of following the recommendations.
• Communicate the information in the new kitten and new puppy handouts.
• Explain and answer questions about routine surgeries and proper surgery aftercare.
• Listen actively and convey concern, empathy, and compassion to clients.
• Be patient, polite, and compassionate with a client who is emotional or discourteous.
• Be familiar with responses for client complaints or comments regarding their bill or their service.
• Immediately remove loudly complaining or angry clients to a private area where they may speak with a supervisor or doctor. Our goal is to listen, communicate, and make the client happy.
• Give progress reports on hospitalized patients as directed by the doctor.
• Know how to access and navigate the Internet to find veterinary websites and access information for clients. (Internet use should be limited to valid professional purposes only during work hours)
• Be familiar with the practice’s website and direct clients there for more information on relevant topics or to download forms and estimates
• Convey information in an accurate and professional way between the doctor and the client when the doctor is unavailable to speak with the client directly
• Recognize the limits of your knowledge. If you are not absolutely confident that you know the answer to a client’s question, do not answer it. Ask another staff member for help.
• Teach clients to administer oral, eye, and ear medications and to give subcutaneous injections or fluids.
• Make notes in patient files or the computer record of all relevant phone or in-person conversations with clients. Initial all entries.

**Telephone Skills**

• Assist the receptionists as needed to answer the telephones by the 3rd ring in a courteous and friendly manner.
• Phones should be answered **ANIMAL HOSPITAL**. This is ____________, how may I help you?
• If a call must be placed on hold, ask for the callers permission: “Can you hold, please?”
• Callers should not be left on hold without checking back with them for more than 2 minutes. The phone will start to beep after the caller has been on hold for 1 minute.
• Smile while answering and talking on the phone to enhance the friendly quality of your voice.
• Use the caller and pet’s name in conversations to personalize the interaction
• Learn and be able to efficiently use the telephone system features such as hold, paging, and voice mail.
• Respond to client phone inquiries and medical questions when possible; make an appointment or refer question to doctor if it is beyond your training or knowledge
• Become familiar with our products, services, recommendations, and standard estimates in order to convey value when communicating fee estimates to clients or potential clients
• Politely ask the client if they would like to schedule an appointment after giving a fee estimate or if a pet needs to be seen by a doctor
• Schedule appointments for the hospital and pet resort boarding and grooming
• Be able to recognize if a caller has an emergency situation and respond appropriately. If in doubt, ask. Real emergencies should be directed to come to the hospital immediately. Non-emergencies should be scheduled an appointment as soon as possible.
• Callers requesting to speak with a doctor must be politely and professionally identified so they may be properly routed. Learn and follow the procedure for how different types of calls should be handled.
• Staff must always respond positively to any caller who wishes for their pet to be seen. Staff members may not direct callers to the emergency clinic or another hospital due to closing time, a full schedule, etc. Check with the doctor for instructions if the schedule is full or the caller can not arrive prior to closing time.
• Do doctor’s callback list to check up on previously treated patients.
• Assist doctor with routine lab call backs as requested.

**Exam Rooms, Laboratory, & Pharmacy**

• Evaluate the schedule for the day to anticipate patient arrivals and efficiently plan tasks around the day’s schedule. Anticipate what will be needed for appointments and do everything you can to set up and assist the doctors and assistants during the day
• Monitor the schedule and keep clients informed of expected waiting time if a doctor is behind schedule. Assist with appointments or work-ups to maintain the doctor’s timely flow of appointments
• Smile, make direct eye contact, and greet clients and patients by name in a friendly and professional way, making them feel welcome and comfortable.
• If the pet’s temperament allows, you should touch and talk to the pet within 5 seconds of greeting the client. Make every client and pet feel cared for and special.
• Assist clients into and out of the exam room by holding doors, helping with rambunctious pets or children, and carrying things when needed.
• Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats and smaller pets are caged. Isolate aggressive pets. Request assistance as needed.
• Assess emergency situations and begin necessary treatments while a doctor is notified. Assure the client the doctor will treat the pet and then speak with them as soon as possible.
• Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room.
• Assess patient needs and make recommendations for health care services and products in a way that educates and communicates value to the client.
• Fill controlled substance prescriptions and other prescriptions following standard protocols. Check the pharmacy voice mail box often and prepare prescriptions and paperwork in a timely fashion.
• Discuss and answer questions regarding administration or application of medications and products and potential side effects with owners as directed by doctors.
• Collect specimens such as stool samples, voided urine, ear swabs for analysis, and blood samples for heartworm tests, senior health plans, and feline leukemia tests.
• Obtain samples and perform laboratory analysis including hematology, blood chemistry, urinalysis, fecals, ear discharge analysis, skin scrapings, cytology prep, Gram stains, fungal cultures, FLT, parvo, culture & sensitivity, etc.
• Prepare and submit lab work to outside labs as needed.
• Perform outpatient procedures such as nail trims, expressing anal glands, suture removals, taking temperatures, cleaning ears, clipping and cleaning hotspots and minor wounds, etc.
• Invoice services, medications, pet foods, and supplies. Look for opportunities to educate clients regarding our products and services and guide their buying decisions.
• Update client/patient records including contact information, reminders, and follow ups.
• Clean and freshen exam rooms and the lab area as needed throughout the day.
• Help receptionists process paperwork and admit or discharge patients.
• Be able to complete new client or new patient paperwork and enter them into the computer if a client is late or a receptionist is unavailable.
• Understand the medical record filing system. Become familiar with all the places in the hospital a medical record may be stored in order to retrieve it when needed.
• Be able to complete an invoice and take all forms of payment including a held check in the event a receptionist is not available.
• Maintain laboratory equipment and supplies. Maintain quality control by running control samples and periodically testing in-house results against results from an outside laboratory.
• Make sure Closing Checklist is completed with the help of the assistants.

Hospital, Surgery and Bathing Admissions and Discharges

• Know and be able to communicate the health requirements for pets to be admitted to the Hospital or Pet Resort.
• Be prepared to collect history, initially examine, and admit drop offs, boarders, baths, shelter pets, strays, etc. Admitting such patients should include a preliminary physical exam and assessment of any services the patient may need (such as vaccinations, or a dental while boarding) and recommendations of such to the client. Recognize symptoms of a critical illness or condition that needs immediate treatment and begin initial emergency treatment while a doctor is notified.
• Admit surgical patients, including performing a preliminary physical examination for things like retained baby teeth, hernias, cryptorchidism, periodontal disease, in heat females, ear infections, external parasites, etc. Be able to explain and answer questions regarding the procedure and obtain a signed estimate and consent. Recommend everything the pet needs including wellness care and laboratory testing and offer and explain optional services like IV fluids and Laser surgery.
• Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room and having them examined by a doctor prior to admitting them to the hospital or pet resort areas where they may have contact with other pets.
• Ensure that all admission paperwork such as drop off forms and surgical releases have been completed and that the pets are current on health requirements. Note and follow through on any special instructions given by the client.
• Take custody of pets from clients. Restrain dogs with the practice’s leashes and return the client’s leash to the client. Label and properly store food, toys or other belongs staying with the pet.
• Process paperwork and admit pets for drop off appointments, surgery, or bathing according to standard procedures. Make sure every pet is identified and is written on the treatment board.
• Prepare patients for discharge. Prior to discharge, remove patients’ catheters and make sure they are clean and free of body fluids, excrement, or odors. Notify a doctor if the pet has any problems for which the discharge may need to be reconsidered or delayed.
• Communicate discharge instructions for surgery or hospitalized patients and make sure they go home with all medications, products, and personal items.

Clinical Duties and Patient Care

• Obtain blood samples from the cephalic, saphenous, and jugular veins
• Administer oral medications and SQ, IM, and IV injections
• IV catheter placement; set up and maintenance of IV fluid lines and pumps
• Nasal intubation and O2 set up
• Obtain and administer whole blood or plasma transfusions
• Perform emergency procedures including shock assessment and initiation of treatment, control of hemorrhage, establishing an airway by intubation and providing ventilation with O2, performing external cardiac massage, applying temporary bandages or splints, and clipping and cleaning wounds or burns
• Obtain ECG readings for Cardiopet
• Take, develop, and evaluate proper positioning and exposure of radiographs
• Perform treatments as directed on hospitalized patients including monitoring, administering medications, assisted feeding, glucose curves and insulin injections, follow-up care on surgical patients in the hospital, and other duties as directed by the doctor
• Monitor patients for vomit, blood, urine, and feces in the cage, and clean patients and cages as needed. Note incidents on treatment sheets or charts.
• Monitor changes in patients’ conditions. Alert doctors to significant changes.

Anesthesia and Surgical Assistance

• Set up and maintain equipment including blood pressure monitors, IV fluid pumps, suction unit, endoscope, laparoscope, surgical instruments, etc.
• Understand aseptic principles and apply them to surgical patients, instruments, equipment, and rooms.
• Check and maintain O2 machines and anesthetic equipment
• Properly calculate medication dosages and volumes of liquids or tablets to be administered to patients.
• Administer pre and post operative pain and anti-inflammatory medication to all surgery patients per established hospital protocols
• Administer injectable and gas anesthesia according to standard hospital protocols
• Perform endotracheal intubation for administration of gas anesthesia. Know the volume of air that should be used to inflate various-sized cuffs to pressure levels that prevent leakage without traumatizing tracheas.
• Place and maintain IV catheters during surgery so fluids flow freely; flush and clean as needed.
• Monitor anesthetized patients by observation and with proper application and use of monitoring equipment including blood pressure and respiratory monitors.
• Monitor and regulate patient temperatures by using heated tables, pads, water bottles, and wrapping patients in blankets and towels
• Maintain surgery and controlled substances logs. Keep controlled drugs secured to meet Drug Enforcement Agency and state board specifications.
• Prepare patients for surgery. Clip surgical fields with straight margins. Minimize tissue trauma.
• Properly scrub and prepare surgical fields. Maintain clean fields when moving patients. Properly position and align patients for surgery.
• Perform ancillary procedures as needed including antibiotic injections, vaccinations, x-rays, ear cleaning, and nail trims while surgical patient is prepped or during recovery.
• Anticipate what the doctor will need and set up supplies and equipment for procedures. Know the names of instruments and where they are stored.
• Assist doctor in surgery as directed
• Properly scrub hands and arms for surgical cleanliness, and aseptically gown and glove yourself when called to assist or “scrub in” to assist the doctor with a surgery procedure
• Stimulate and care for puppies and kittens removed by cesarean section.
• Monitor patients during post-operative recovery including extubation, pain control, and preparation for discharge or hospitalization/boarding
• Clean, prepare, and sterilize gowns, packs, and other surgical equipment
• Perform routine dental exams, scaling, and polishing; recognize and bring to doctor’s attention any abnormalities, such as diseased teeth that need extraction, oral-nasal fistulas, or oral tumors
• Complete and invoice dental and surgical records
• Answer client questions and phone inquiries regarding surgery patients
• Clean and stock surgery and treatment areas; complete and initial the Surgery Closing Checklist
• Maintain surgery and treatment inventory. Regularly check for outdated supplies and drugs.
• Be sufficiently familiar with the anesthetic machines to operate and perform routine maintenance.
• Properly clean, handle, maintain, and store all endoscopic equipment.

Staff Training

• Technicians must be able to perform, teach, and supervise all the duties of a doctor’s assistant as described in the Doctor’s Assistant Job Description. Technicians are sometimes scheduled to work as a doctor’s assistant and should be able to fill that position as needed.
• Assist in training and supervision of technician student interns and new technicians
• Provide leadership for tasks in a professional and personable way for non-licensed staff
• Promote a positive attitude among the staff and demonstrate a commitment to the mission of the hospital
• Employees are expected to act in the best interest of the hospital, even if doing so requires actions or responsibilities not specifically listed in the job description.

The job description is subject to addition, subtraction, or revision by management as needed.
Worker Status for Payroll Over Time Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job I am accepting at ANIMAL HOSPITAL. By signing below I testify that I have the educational qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description. I understand that the signing of this job description does not in any way create or constitute an employment contract or change my “at will” employment status under ______________ laws.

Date:__________________ Employee Signature: ________________________________
Doctor’s Assistant

The veterinary doctor’s assistant is the doctor’s clinical right-hand person. The most important job of a doctor’s assistant is to anticipate the needs of the clients, patients, and the doctor and to facilitate the tasks that need to be completed that day. The assistant must enjoy working with diverse people and animals and be friendly and flexible in the face of varying expectations from clients and co-workers.

The doctor’s assistant will start the doctor’s appointments, educate clients, restrain pets during the doctor’s exam, complete patient invoices, care for hospitalized patients, and perform any number of other tasks that may present themselves on any given day. The assistant’s job is diverse and ever changing according to the priority of the moment.

Doctor’s assistants need to have a firm belief in the quality of care we provide and to communicate this sense of assurance to our clients. It is important to know and understand our services and recommendations and be able to clearly convey the value of the services to the clients.

The doctor’s assistant must be able to accomplish needed procedures while showing care and concern for the pet. They must be able to empathize with clients and remain compassionate if a client becomes emotional or difficult. The doctor’s assistant should remain calm and collected in the face of emergency situations.

Providing for patient and client comfort by keeping the hospital clean and presentable is part of the daily routine.

Education and Essential Qualifications

- Completion of a high school degree or further education
- Employees must be able to read, write legibly, and communicate clearly in English both in person and on the telephone.
- Basic computer literacy including the ability to type on a computer keyboard, use a computer mouse, and view information on a computer screen is required. Experience with Microsoft Windows, Word, and Excel is helpful
- Must be able to read a street map and give directions to the practice
- Employees must have the physical strength and ability to lift and carry a pet or other object weighing up to 50 pounds without assistance. Must be able to assist in lifting patients or other objects weighing more than 50 pounds.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a doctor or other supervisor dismisses the staff.
- Assistants must be able to operate equipment pertinent to carrying out their duties, including but not limited to laboratory equipment and the x-ray machine and processor.
- Doctor’s assistants must physically hold and restrain pets who may struggle, scratch, or try to bite. This requires the emotional ability to remain calm and compassionate with animals who are reacting to fear and/or pain.
- General animal husbandry and/or specific veterinary experience is helpful

General Job Requirements

- Read and comply with the policies of {name of practice} Employee Handbook
- Follow all hospital standard procedures and protocols, both current and future, as contained within the training manuals or as written or communicated by doctors or other supervisory staff
- Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone, and actions under all circumstances
- Complete the employee training check lists and participate in performance reviews as requested
- Be teachable and accept performance critiques positively as a means to learn and grow
- Remain flexible and willing to implement new or changing procedures in the future
- Always be in position and ready to work promptly at the start of each scheduled shift
- Employees must be responsible to work the schedule they are assigned. Excessive tardiness or truancy is disruptive to patient care and client service and cannot be accommodated for this position.
- Hourly employees must maintain accurate records of time worked by clocking in and out for each shift. Must track hours worked per week and inform a supervisor if extended shifts will result in overtime.
- Maintain a groomed and neat professional appearance while at work, including a clean and unwrinkled uniform and a name tag.
Every staff member is responsible to maintain the cleanliness and sanitary condition of the entire hospital, including the parking lot, sidewalks, and entries. Trash, urine, feces, blood or other such things should be cleaned and sanitized immediately.

Employees of a veterinary hospital will encounter stressful situations including but not limited to emotional clients, pet emergencies, and managing multiple priorities at once. All staff members must be able to manage stress in order to carry out the duties of the job in a calm and professional manner.

Employees will interact with many types of pets and should not be overly fearful of unfamiliar animals. All pets must be treated with kindness and respect at all times.

Follow OSHA standards and be familiar with Material Data Safety Sheets. Occupational hazards may include but are not limited to animal bite or scratch wounds and exposure to x-rays, anesthetic gases, CO2 Laser, caustic or toxic materials, and zoonotic diseases. Employees must follow all safety guidelines contained in the employee handbook and posted in hazardous areas.

Inform the Hospital Manager or a Doctor immediately of all bite or deep scratch wounds you suffer so that reports can be made and you can be referred for timely medical care by a physician if necessary. Clean all wounds quickly and thoroughly with surgical scrub.

Remain productive during slow times by seeking additional duties such as cleaning, stocking, or other tasks. Ask your team coordinator or the hospital administrator for ideas.

Learn and use BSAH language and abbreviations for describing common services

Be willing to volunteer for various office management tasks or other duties that may be reasonably assigned from time to time

Run miscellaneous errands if requested by a doctor or supervisor

Attend staff and team meetings; provide advance written notice to the hospital manager if a meeting will be missed; retrieve and study notes from any missed meetings and ask for clarification if anything from the meeting is unclear

Train other staff members or new employees in the skills listed on this job description or in the training manual

Attend continuing education opportunities as requested

Follow established security protocols including locking and setting the alarm to ensure the safety and security of patients, staff, and the facility.

Use your own password identification to enter the practice-management software and your own unique initials on all paperwork, treatment sheets, etc to signify your work

Maintain a pleasant and cooperative attitude toward co-workers. Be willing to help any staff member with a task if requested.

Maintain confidentiality regarding clients, patients, medical and financial records, and hospital procedures, policies, and protocols.

Maintain and project a positive attitude about the hospital, clients, patients, and co-workers. Avoid gossiping, condemning, judging, and making negative comments or participating in such discussions. Negative feelings or concerns should be discussed with the team coordinator or Hospital Administrator. Instead of complaining about problems, strive to be part of the solution.

Client Education & Service

Our goal when a client walks in the door is to WOW them with our friendly, professional service. Constantly be looking for ways to creatively accomplish this goal. The following tasks are the bare minimum in providing good customer service:

- Smile and project a polite, friendly demeanor during all client interactions
- Strive during the course of every client interaction to give a sincere complement or say something nice about them or their pet or children.
- Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, feline leukemia testing and prevention, and common behavior problems such as house training, chewing, etc.
- Explain vaccinations, wellness care, and spay/neuter/declaw recommendations.
- Become reasonably familiar with dog and cat breeds and coat colors. Know and be able to communicate which species of pets are treated by our hospital.
- Be able to communicate and enforce the hospital’s payment, held check, care credit, and finance charge policies with poise and tact.
- Give price quotes by explaining the services contained in standard estimates and educating the client about the value of following the recommendations.
- Communicate the information in the new kitten and new puppy handouts.
- Explain and answer questions about proper surgery aftercare.
- Listen actively and convey concern, empathy, and compassion to clients.
- Be patient, polite, and compassionate with a client who is emotional or discourteous.
- Be familiar with responses for client complaints or comments regarding their bill or their service. Immediately remove loudly complaining or angry clients to a private area where they may speak with a supervisor or doctor. Our goal is to listen, communicate, and make the client happy.
- Give progress reports on hospitalized patients as directed by the doctor.
- Know how to access and navigate the Internet to find veterinary websites and access information for clients. (Internet use should be limited to valid professional purposes only during work hours)
- Be familiar with the practice’s website and direct clients there for more information on relevant topics or to download forms and estimates
- Convey information in an accurate and professional way between the doctor and the client when the doctor is unavailable to speak with the client directly
- Teach clients to administer oral, eye, and ear medications.
- Recognize the limits of your knowledge. If you are not absolutely confident that you know the answer to a client’s question, do not answer it. Ask another staff member for help.

**Telephone Skills**

- Assist the receptionists as needed to answer the telephones by the 3rd ring in a courteous and friendly manner.
- Phones should be answered “{name of practice}. This is ___________, how may I help you?
- If a call must be placed on hold, ask for the caller’s permission: “Can you hold, please?”
- Callers should not be left on hold without checking back with them for more than 2 minutes. The phone will start to beep after the caller has been on hold for 1 minute.
- Smile while answering and talking on the phone to enhance the friendly quality of your voice.
- Use the caller and pet’s name in conversations to personalize the interaction
- Learn and be able to efficiently use the telephone system features such as hold, paging, and voice mail.
- Become familiar with our products, services, recommendations, and standard estimates in order to convey value when communicating fee estimates to clients or potential clients
- Politely ask the client if they would like to schedule an appointment after giving a fee estimate or if a pet needs to be seen by a doctor
- Schedule appointments for the hospital and pet resort boarding and grooming
- Be able to recognize if a caller has an emergency situation and respond appropriately. If in doubt, ask. Real emergencies should be directed to come to the hospital immediately. Non-emergencies should be scheduled an appointment as soon as possible.
- Callers requesting to speak with a doctor must be politely and professionally identified so they may be properly routed. Learn and follow the procedure for how different types of calls should be handled.
- Staff must always respond positively to any caller who wishes for their pet to be seen. Staff members may not direct callers to the emergency clinic or another hospital due to closing time, a full schedule, etc.
- Check with the doctor for instructions if the schedule is full or the caller cannot arrive prior to closing time.
- Do doctor’s callback list to check up on previously treated patients.
- Assist doctor with routine lab call backs as requested.

**Exam Room Procedures**

- Evaluate the doctor’s appointment schedule for the day to anticipate patient arrivals and efficiently plan tasks around the day’s schedule
- As appointments arrive, view the patient’s reminders and file and prepare the records and supplies that will be needed for appointments
- Anticipate what the doctor will need for appointments and do everything you can to set up and assist your doctor
- Monitor the schedule and keep clients informed of expected waiting time if the doctor is behind schedule.
- Smile, make direct eye contact, and greet clients and patients by name in a friendly and professional way, making them feel welcome and comfortable.
• If the pet’s temperament allows, you should touch and talk to the pet within 5 seconds of greeting the client. Make every client and pet feel cared for and special.
• Assist clients into and out of the exam room by holding doors, helping with rambunctious pets or children, and carrying things when needed.
• Assist clients with unruly or unrestrained pets. Ensure that all dogs are leashed and that cats and smaller pets are caged. Isolate aggressive pets. Request assistance as needed.
• Assess emergency situations and bring the pet to a doctor or technician immediately. Assure the client the doctor will treat the pet and then speak with them as soon as possible.
• Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room.
• Assess patient needs and make recommendations for health care services and products in a way that educates and communicates value to the client.
• Collect specimens such as stool samples, voided urine, ear swabs for analysis, cephalic or saphenous blood samples for heartworm tests, senior health plans, and feline leukemia tests.
• Perform outpatient procedures such as nail trims, expressing anal glands, suture removals, taking temperatures, cleaning ears, clipping and cleaning hotspots and minor wounds, etc.
• Safely and humanely restrain the pet for the doctor’s exam and treatments.
• Perform laboratory tests, complete treatments, and fill prescriptions for appointments as directed by the doctor.
• Invoice services, medications, pet foods, and supplies. Look for opportunities to educate clients regarding our products and services and guide their buying decisions.
• Update client/patient records including contact information, reminders, and follow ups.
• Clean and freshen exam rooms between appointments.
• Help receptionists process paperwork and admit or discharge patients.
• Be able to complete new client or new patient paperwork and enter them into the computer if a client is late or a receptionist is unavailable.
• Understand the medical record filing system. Become familiar with all the places in the hospital a medical record may be stored in order to retrieve it when needed.
• Be able to complete an invoice and take all forms of payment including a held check in the event a receptionist is not available.

Patient Handling and Care

• Assist doctor or technician with morning hospitalized patient treatments starting at 7:45 each morning.
• Anticipate what the doctor will need for procedures and patient care and do everything you can to set up and assist your doctor throughout the day.
• Prepare and update hospitalized patient’s treatment sheets according to doctor’s or technicians directions.
• Restrain pets for the doctor or technician for procedures and treatments.
• Observe and provide care for the doctor’s hospitalized patients throughout the day. Make sure they are walked, fed, clean, and that their treatments are completed.
• Administer oral, eye, and ear medications, and give subcutaneous injections (except insulin) according to a doctor or technicians orders.
• Monitor patients for vomit, blood, urine, and feces in the cage, and clean patients and cages as needed. Note incidents on treatment sheets or charts.
• Monitor changes in patients’ conditions. Alert doctors to significant changes.
• Set up and assist with procedures such as IV catheters, euthanasia, minor surgeries, and other common treatments as directed.
• Take, develop, and file routine radiographs.

Hospital and Bathing Admissions and Discharges
• Know and be able to communicate the health requirements for pets to be admitted to the Hospital or Pet Resort. Admitting patients should include an assessment of any services the patient may need (such as vaccinations, or a dental while boarding) and recommendations of such to the client.
• Ensure that all admission paperwork such as drop off forms have been completed. Note and follow through on any special instructions given by the client.
• During admission recognize symptoms of a critical illness or condition that needs immediate treatment and inform a doctor or technician immediately.
• Recognize patients with contagious or potentially contagious diseases (coughing dogs, sneezing cats, puppies with bad diarrhea) and follow isolation procedures including escorting them immediately to an exam room and having them examined by a doctor prior to admitting them to the hospital or pet resort areas where they may have contact with other pets.
• Take custody of pets from clients. Restrain dogs with the practice’s leashes and return the client’s leash to the client. Label and properly store food, toys or other belongs staying with the pet.
• Process paperwork and admit pets for drop off appointments or bathing according to standard procedures. Make sure every pet is identified and is written on the treatment board.
• Prepare patients for discharge. Prior to discharge, remove patients’ catheters and make sure they are dry, clean, and free of body fluids, excrement, or odors. Notify a doctor if the pet has any problems for which the discharge may need to be reconsidered or delayed.
• Communicate Discharge Instructions or Exam Checklists for hospitalized patients and make sure they go home with all medications, products, and personal items.
• Sincerely thank clients and tell them we look forward to seeing them again next time.

Laboratory and Pharmacy Procedures

• Fecal flotation and diagnostic fecal tests
• Ear discharge analysis
• Heartworm tests
• Perform in house lab chemistry and automated CBC tests
• Urine specific gravity and strips (Tech or Doc will do sediment)
• PCV and total protein tests
• Stain cytology preps
• Feline Leukemia, feline immunodeficiency virus, and parvo tests
• Enter lab results in appropriate log books
• Fill prescriptions and complete procedures for pets on long term prescription medications
• Complete forms and prepare samples for submission to outside laboratory

Anesthesia and Surgical Assistance

• Restrain patients for pre-anesthetic blood screen and anesthetic inductions.
• Learn and follow procedures to maintain aseptic surgical sites.
• Connect/disconnect and adjust anesthetic delivery as directed by doctor or technician.
• Ventilator support (bagging) as directed by doctor or technician, especially for CPR.
• Aseptically supply surgeon w/suture, blade, etc.
• Monitor recovering patients, removing tube under direction of doctor or technician.
• Perform shear downs under supervision of the doctor or technician.
• Perform ancillary procedures on anesthetized patients as directed by doctor or technician, including subcutaneous injections, vaccinations, ear cleaning, nail trims, etc.
• Help maintain cleanliness of treatment area, surgery suite, and special treatment area

Cleaning and Stocking

• Keep the exam rooms and other work areas clean and neat. Keep reading and educational materials in the exam rooms orderly.
• Clean table, floor, ear cones, flea combs, etc. after each appointment.
• Dust shelves, wipe down seats, wash walls in exam rooms and lab at least once weekly and as needed daily.
• Restock supplies in the exam rooms, laboratory, radiology, and treatment areas.
• Note when supplies run low and add them to the want list.
• Fill vaccine syringes and prescription bottles during free time and before leaving at night.
• Unpack and stock supplies when daily shipments arrive
• Complete closing check lists each day.

Employees are expected to act in the best interest of the hospital, even if doing so requires actions or responsibilities not specifically listed in the job description.

The job description is subject to addition, subtraction, or revision by management as needed.

Worker Status for Payroll Over Time Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job I am accepting at {name of practice}. By signing below I testify that I have the educational qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand that the signing of this job description does not in any way create or constitute an employment contract or change my "at will" employment status under {state} laws.

Date:__________________ Employee Signature: _________________________________

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**Veterinary Technician**

**Summary of Job Purpose and Function**
The Veterinary Assistant supports the veterinarians and veterinary technicians in ensuring quality veterinary care for all pets, advocates for pets, educates clients on all aspects of pet health, and ensures a safe and effective hospital environment.

**Essential Responsibilities and Tasks**

- Act as the extra eyes, ears and hands for the veterinarian and veterinary technician to ensure the best quality pet care and to maximize the veterinarian's and veterinary technician's productivity. Lead veterinarians and veterinary medical team through the Cycle of Service and communicate with the other associates to maintain the flow of patients.
- Provide professional, efficient and exceptional service at all times. This includes performing or preparing procedures that do not require veterinarian or veterinary technician assistance, completing preparatory work for other procedures, ensuring that clients and pets are comfortable in the hospital, and monitoring hospitalized or surgical pets as allowed in the state practice acts.
- Educate clients about Optimum Wellness Plans, preventive care, pet health needs, hospital services and other issues.
- Obtain relevant information and history from clients and maintain proper and complete medical charts.
- Ensure the safety of pets, clients and associates by utilizing safe restraining techniques, following standard protocols, and maintaining clean, sterile and organized treatment areas, exam rooms and labs.
- Assist with surgery as applicable.
- Utilize technical skills to the fullest, within state practice acts and as outlined in the NAVTA guidelines for veterinary assistant skills and duties.
- Mentor other paraprofessionals in the hospital.
- Perform other duties as assigned.
Hiring Qualifications

Capabilities and Experience (can do)

- Ability to multi-task - Manages multiple tasks at one time; quickly and accurately shifts attention among multiple tasks under distracting conditions without loss of accuracy or appearance of frustration.
- Communication skills - Reads, writes and speaks fluent English, using appropriate grammar, style and vocabulary. Correctly spells commonly used English words and job specific terms. Demonstrates exceptionally strong written and verbal communication skills.
- Organizational ability - Demonstrates a systematic approach in carrying out assignments. Is very orderly and excels at cutting through confusion and turning chaos into order.
- Problem solving skills - Demonstrates a strong ability to identify, analyze and solve problems. Translates problems into practical solutions.
- Client service skills - Consistently ensures the team provides the client with attentive, courteous and informative service. Gains and shows personal satisfaction from delivering great service.
- Intellectual ability - Accurately and consistently follows instructions delivered in an oral, written or diagram format. Can provide directions.
- Mathematical ability - Ability to add, subtract, multiply and divide, and to compute rate, ratio and percent; ability to convert units of measurement.
- Computer skills - Comfortably and confidently

Attitudes (will do)

- Initiative - shows willingness and aptitude to take appropriate steps in finding solutions to problems; presents options and ideas to enhance current processes or procedures. Takes on additional responsibility when both big and small tasks need to be done.
- Integrity - Firmly adheres to the values and ethics of Banfield, The Pet Hospital. Exhibits honesty, discretion, and sound judgment.
- Cooperativeness - Willing to work with others, collaborating and compromising where necessary; promptly share relevant information with others.
- Flexibility - Is open to changing situations and opportunities and is willing to perform all tasks assigned.
- Independence - Able and willing to perform tasks and duties without supervision as appropriate.
- Tolerance for Stress / Resiliency - Maintains a positive "can do" outlook, rebounds quickly from frustrations and unpleasantness, and maintains composure and friendly demeanor while dealing with stressful situations.

Special Working Conditions

- Ability to work at a computer for long periods of time.
- Ability to be confident around pets (i.e., dogs, cats, birds, reptiles, etc.)
- Client needs and work volume may often require more than 40 hours per week to complete essential duties of this job. This position requires special hours including working weekends and evenings.
- Must have mental processes for reasoning, remembering, mathematics and language ability (reading, writing, and speaking the English language) to perform the duties proficiently.
- The noise level in the work environment is moderately high.
- Requires sufficient ambulatory skills in order to perform duties while at hospital.
- Ability to stand, walk, stoop, kneel, crouch, and climb as well as manipulate (lift, carry, move) up to 50 pounds.
- Requires good hand-eye coordination, arm-hand-finger dexterity with the ability to grasp, and visual acuity to use a keyboard and operate equipment.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Associate is routinely exposed to a variety of pets that may bite or scratch, and on occasion, exposed to anesthesia, radiation, biological hazards and medication/controlled substances.

Qualifications
Experience, Education and/or Training

- Certificate of completion from a NAVTA approved Veterinary Assistant program, or the equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities. High School Diploma or equivalent preferred.
- Must be able to perform all required skills of NAVTA approved veterinary assistant programs at a level in which to aid in the efficiency of the practice.
- Must be at least 18 years old to perform duties involving radiography (x-ray) and exposure to radioactive substances.
- One year related experience required with customer service preferred.