

JOB DESCRIPTION

LEAD VETERINARY TECHNICIAN



INTRODUCTION

The Lead Veterinary Technician trains, supervises and assists certified veterinary technicians and veterinary assistants and kennel assistants to plan, coordinate and perform a variety of duties concerned with animal health and client education, and to promote greater efficiency by relieving veterinarians of technical work and administrative detail at Wolf Merrick Animal Hospital. This position also encompasses all the duties of the Veterinary Assistant/Tech. The Lead Technician is under the direct guidance and supervision of the Hospital Manager.

The Lead Veterinary Technician assists in multiple procedures providing care for animals including physical examinations, dental procedures, surgeries, immunizations, euthanasia as well as client education, marketing and inventory maintenance. This position requires a working knowledge of pharmaceutical drugs, common diseases; their symptoms, means of transmission, treatment and prevention, and other basic preventative health care recommendations. This is an overview of the position and the job responsibilities listed do not encompass the entire position.

PRIMARY JOB RESPONSIBILITIES

- Train, supervise, and assist the Assistant/Technicians in their performance of a variety of technical and client education duties that facilitate the work of the practitioners and the veterinary practice manager who directly or indirectly provide patient care.
- Ensure that the hospital and its employees are in compliance with federal and state animal health laws and regulations including OSHA and DEA. Inform the practice manager and/or owner of any regulatory issues.
- Oversee the inventory and purchase of pharmaceutical supplies and drugs including the maintenance of controlled substance and surgery logs.
- Oversee the completion of daily checklist and maintenance logs in treatment/surgery.
- Exhibit a technical knowledge of products and medications sold, including dietary products. Demonstrate the ability to explain and educate clients on products and answer their questions regarding product purchase/use.
- Create employee schedules that align with doctor, team, surgery and outpatient needs while monitoring overtime and payroll costs. Make arrangements to cover shifts by either seeking coverage by technical team or covering shifts yourself.
- Make recommendations to the Hospital Manager concerning personnel matters, disciplinary actions and follow through.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations, mediate interpersonal problems and address concerns from Assistants/Technicians and Kennel Assistants.
- Maintain effective communication with the team and Hospital Manager.
- Establish Assistant/Technician training programs, assure team satisfaction, maintain good doctor communication with the team and efficient workflow throughout the day. Responsible for scheduling of team and standards of team performance.
- Assist the Hospital Manager and owner in conducting monthly departmental meetings and schedule in-service meetings as deemed appropriate and necessary.

- Audit charts for completeness and accuracy of medical records. Assure compliance by team of medical records, logs and procedures.
- Work well with all employees and ensure that your actions support the hospital, the doctors and the practice philosophy.

Perform Technician responsibilities as outlined in the Veterinary Technician job description and below:

- Obtain and record patient histories.
- Collect specimens and perform routine laboratory procedures and tests in hematology, biochemistry, chemistry, microbiology, urinalysis, and serology to assist in the diagnosis and treatment of animal health problems.
- Dispense and administer medications, vaccines, and treatments as prescribed by veterinarians.
- Administer fluids and treatments as prescribed by the veterinarian.
- Administer and monitor anesthesia under the direction of a veterinarian.
- Provide specialized nursing care for injured or ill animals.
- Prepare patients, instruments and equipment for surgery.
- Assure that monitoring and support equipment such as anesthetic machines, cardiac monitors, scopes and breathing apparatus are in good working condition.
- Assist in diagnostic, medical and surgical procedures using a range of high-tech diagnostic equipment including electrocardiographic, radiographic and ultrasonographic equipment.
- Take and process radiographs.
- Communicate with and educate owners.
- Answer incoming telephone calls, schedule appointments, check in and check out clients, as needed.
- Maintain knowledge of preventative healthcare recommendations in order to answer client questions, provide education on vaccines, flea and heartworm products, and assist in marketing veterinary services from which their pet would benefit, such as a dental cleaning, senior wellness, spay and neuter.
- Educate clients on products and medications sold including dietary products and answer questions regarding product purchase/use.
- Maintain inventory of pharmaceuticals, equipment and supplies.
- Clean, maintain and sterilize instruments, equipment, and materials.
- Knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA. Ensure that the hospital and its employees are in compliance with regulations. Inform the Veterinary Hospital Manager or Practice Manager of any regulatory issues.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Technician Team Leader works under the direct supervision of the Hospital Manager who will indicate general assignments, limitations and priorities. The Technician Team Leader uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instruction to the practitioner for decision or help. Completed work is reviewed for technical accuracy

and compliance with established procedures. The practitioners assure that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Administrative supervision will be provided by the Hospital Manager.

SKILLS AND KNOWLEDGE

- Recognize and assist in solving professional, administrative and supervisory problems in assigned area. Position exercises considerable judgment in applying professional knowledge in solving nursing problems within established policies and practices and is reviewed by the supervisor through conferences, reports and observation of results obtained.
- Knowledge of the procedures used for receiving, treating, and scheduling patients, for ordering medical supplies, and requesting laboratory tests.
- Knowledge of the use, care, and storage of veterinary instruments, materials, and equipment.
- Knowledge of sterilization techniques to sterilize various instruments and materials.
- Knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to make preparations and provide “tableside” assistance.
- Strong communication, leadership and motivation skills. Has the ability to effectively solve problems dealing with staff conflict to personnel issues and performance. Has the ability to direct, guide and assist a group of individuals.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently required to bend, stand, stoop, walk, sit, talk, and listen, frequently working in a bent position.
- Frequently use hands to manipulate, handle, or feel; will reach with hands and arms.
- Use strength or agility in capturing and restraining stronger, more active animals.
- Frequently lift and/or move up to 40 pounds.
- Occasionally handle dogs weighing up to and over 150 lbs. Assistance will be provided by another Assistant/Tech when working with larger animals.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Follow federal and state animal health laws and regulations including OSHA and DEA.

COMPANION ANIMAL HOSPITAL CORE VALUES

Our team believes in and agrees to **Positivity, Service, Integrity, Communication, and Teamwork** to create a work environment that energizes team members to create value on behalf of our clients and patients.

Positivity – I choose positivity. I am excited about what I do and I will be all in. I will be present and engaged with clients, patients, and team members every day.

Service – I am dedicated to creating an exceptional client experience. I treat clients as partners and advocate for their pets.

Integrity – I am honorable. I respect all living things and I do the right thing when no one is watching.

Communication – I practice direct, honest communication with both clients and team members.

Teamwork – I will work together with my team enhancing each other's strengths and covering each other's weaknesses.

ESSENTIAL FUNCTIONS:

- Train, supervise, assist nurses and kennel assistants in their performance of a variety of technical and client education duties.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations, mediate interpersonal problems and address concerns. Make recommendations to the practice manager concerning personnel matters and assist with follow through of disciplinary actions.
- Receive, handle and treat patients with skill, compassion and care including: monitoring during anesthesia, administering fluids, assisting in diagnosing, surgery and general and specialized nursing care.
- Accurately perform laboratory tests.
- Accurately dispense and administer medications and vaccines.
- Input data into computer software system.
- Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Strong communication and client service skills. Considerable tact and diplomacy is required. Ability to work with clients and patients in a professional, friendly, hospitable manner.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform general physical activities that require bending, standing, stooping, moving from room to