

JOB DESCRIPTION

VETERINARY ASSISTANT/TECH



INTRODUCTION

The Veterinary Assistant/Tech assists the doctors to the fullest possible extent, to help improve the quality of care given to the patients, and to aid the doctors in achieving greater efficiency by relieving them of technical work at our hospital.

The Veterinary Assistant/Tech 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. The Veterinary Assistant/Tech is under the direct guidance and supervision of the Lead Assistant/Tech, Hospital Manager and Owner.

PRIMARY JOB RESPONSIBILITIES

- 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 Veterinary Assistant/Tech works under the direct supervision of the Lead Assistant/Tech, Hospital Manager who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures.

SKILLS AND KNOWLEDGE

- 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.
- 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.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- 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:

- 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 room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Frequently lift, carry and handle dogs weighing 40 lbs.