



Revised 2021

**Position Title:** Veterinary Assistant/Technician  
**Reports to:** Practice Manager  
**Schedule:** Year-round/Full-time  
**Salary:** \$15-\$20/hour  
**Classification:** Non-Exempt  
**Benefits:** Paid time off, health benefits package, paid holidays, discounted veterinary services

### **Purpose of Position**

The veterinary assistant provides care for patients during all aspects of veterinary medicine including, but not limited to: physical examinations, procedures, surgeries, immunizations, and euthanasia. Various client care, administrative, and janitorial duties are also required. The ideal candidate will be willing to learn new skills and develop their talents as an assistant. Must have a genuine passion for caring for animals, excellent communication skills, and the ability to work collaboratively with coworkers and members of the public alike.

### **Duties and Responsibilities**

#### **Client Care**

- Promotes a client-centered environment; facilitates processes that meet client needs and that contribute to client satisfaction and retention
- Ensures clients understand any medical diagnosis, treatment plans, prescriptions, and/or follow up care prescribed by the veterinarian at the end of the appointment
- When needed, answer telephone calls, schedule appointments, check in and check out clients
- Facilitates resolution of client problems when possible or communicates problems to Practice Manager for further attention and resolution
- Conducts routine follow up calls regarding patient well-being and follow up care
- Communicate intelligibly, pleasantly and efficiently with clients and coworkers on the telephone and in person, often doing several things at one time
- Help clients schedule appointments when referred to a specialist, including directions, records and test results to bring and follow-up status of patient after specialty care

#### **Veterinary**

- Obtain and record thorough 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
- Assist vet in holding and restraining animals in a wide variety of situations, including, but not limited to: exams, procedures, surgical prep, and euthanasia
- Assist vet with surgical procedures including monitoring anesthesia and assisting during emergency resuscitation procedures
- Administer fluids and treatments as prescribed by the veterinarian
- Provide specialized nursing care for injured or ill animals as prescribed by the veterinarian
- Prepare patients, instruments, and equipment for surgery
- 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
- Clean, maintain and sterilize instruments, equipment, and materials
- Knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA
- Perform other duties as assigned

#### **Administrative**

- Perform administrative duties such as updating files and animal medical charts, schedule appointments, and follow up calls
- Be aware of no-shows, late appointments, and rescheduled appointments and report to veterinarian as required
- Prepare forms such as medical records, health and vaccination certificates, lab results and euthanasia certificates
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice and organizational philosophy

#### **Janitorial/ Facilities**

- Participate in shared cleaning schedule of bathrooms, breakroom, and offices
- Keep workstation clean and orderly, dusting and wiping down as needed
- Participate in deep cleaning exam rooms and lobby as needed or assigned
- Monitor lobby and parking lot throughout the day for cleanliness
- Participate in end of day cleaning: sweeping, vacuuming, mopping, emptying trash and recycling
- Clean up pets' accidents in the reception area, exam rooms and exterior sidewalks/parking lot
- Sanitize examining rooms and surface areas
- Ensure exam and operating rooms are stocked
- Clean and sanitize kennels, bedding, and kennel materials

#### **Knowledge/Skill/Abilities**

- Feel and express a genuine liking for animals and for working in an animal care environment

- Ability or willingness to learn how to assist in a variety of veterinary procedures such as surgery, dental cleanings and extractions, laceration repair, critical care treatment and monitoring, etc.
- Ability or willingness to learn how to provide routine supportive and/or wellness care and treatments for patients including, but not limited to: subcutaneous fluids, vaccination injections, parasite control, microchipping
- Able to multitask, prioritize, and manage time efficiently
- Proficient computer skills, including Microsoft Office Suite and web based applications.
- Basic understanding of animal behavior and health care
- Interpersonal communication skills to communicate with owners and other veterinary staff
- Ability to prioritize and manage different patient needs at one time
- Attention to detail in order to maintain accurate patient records
- Physical ability to restrain large pets in a safe and effective manner

### **Experience/Education**

- Minimum three years' general work experience
- High school diploma or equivalent
- Veterinary Technician Certification preferred, but this is not a requirement of the job

### **Work Environment/Conditions**

While performing this job, the employee is regularly exposed to wet and/or humid conditions, and noisy environment.

Position requires a prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping if the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near, far, and color vision in performing medical procedures and using the computer, and hearing is required when providing phone and counter service. The incumbent may be around animals that are agitated or injured that may attempt to bite or scratch. The need to lift and carry animals and/or records weighing in excess of 50 lbs also is required.

### **Work Schedule**

This is a 40 hour per week position and Flexible Work Schedule policy eligible. Employee may be asked to work uncommon hours, overtime, and be subject to recall in emergency situations

### **Non-Discrimination Employment Policy**

MCPAWS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

### **Disclaimer Statement**

The above is intended to describe the general content of, and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

**Position Description Acknowledgement Form**

I have received a copy of the job description for my position:

Position: \_\_\_\_\_

Revision Date: \_\_\_\_\_

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

**Reviewed with employee by:**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Received and accepted by:**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.