

VETERINARY ASSISTANT

JOB DESCRIPTION

REPORTS TO: Practice Owner or Manager

POSITION OVERVIEW

The responsibilities of Veterinary Assistants will be to assist other staff members in the practice.

Assistants support receptionists by answering phone calls, admitting patients, setting up appointments and receiving payments if necessary. They support technicians by checking in patients, positioning patients for and process radiographs, providing nursing and comfort care, and assist with diagnostic and therapeutic care. They will also assist Facility/Animal Care staff in boarding and facility cleaning and maintenance.

Assistants must build positive, professional relationships with clients and staff members. Assistants must pursue significant on-the-job training.

QUALIFICATIONS AND REQUIREMENTS

EDUCATION AND LICENSING

- High school diploma or equivalent

EXPERIENCE

- Previous On-The-Job Training desirable.

PERSONAL

- Minimum of 18 years old.
- Genuinely enjoys working with animals and can deal with them even when they are stressed, ill or in pain.
- Can stay calm and efficient during a medical crisis.
- Is well-spoken and approaches his/her job duties in a mature nature.
- Is experienced in the teamwork approach and works well with all levels of hospital team members.
- Has excellent client communication skills.
- **Physical Effort:** Work requires lifting and carrying animals (will be assisted by other staff members in lifting animals over 40 lbs). Walks or stands for extended periods or time; frequently works in a bent position.
- **Working conditions:** May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.

DUTIES/TASKS

WHO WE ARE

The Purpose of Redmond Veterinary Clinic is to share in dynamic relationships established through the practice of Exceptional medicine and surgery for small and large animal patients. It is our goal to care for the needs of our patients who provide unconditional love by Experiencing Relationship, Imparting Knowledge and Providing Uncompromised Care.

- Know and follow daily the Code of Honor with our staff
- Be personally growing in the Cornerstones of Character
- Be familiar with our History

WHAT WE DO

The practice of Exceptional medicine and surgery for small and large animal patients

PRODUCT

CORNERSTONES OF HEALTH

- Know Well Animal Care Offered
- Perform Nail trims and teeth brushing
- Effectively promote preventive health care and pet health insurance to clients.
- Support what fellow staff members have said to clients.
- Be able to enthusiastically Greet Clients
- Obtain a patient History
- Obtain TPR's on patients
- Understand Vaccination procedures
- Understand and assist in Health Exams
- Provide Animal Restraint
- Discuss and recommend Nutrition
- Discuss and recommend Grooming
- Share information on Zoonotic Diseases
- Discuss Behavior problems and solutions
- Understand Parasite Prevention

CORNERSTONES OF CARE

- Know the **Services** Offered
- Setup Basic Lab Work
- Complete Surgical Setup
- Complete Dental Setup
- Assist in Boarding patient care
- Prepare and share information on Prescriptions
- Understand how to assist and set up for Basic Imaging

- Assist with Examinations
- Assist veterinary technicians in administering preoperative medications
- Prepare the surgery suite(s) for incoming patients
- Prepare medications and prescriptions for dispensing as directed by the doctor.
- Daily provide C.A.A.R.E. to our patients
- Assist grieving clients and comfort them

FINANCIAL MANAGEMENT

- Create an **Invoice**
- Assist receptionists with clients' payments, and provide clients with receipts that detail their transactions.
- Follow our **Financial Policy**
- Understand **Examination Philosophy and Pricing**

INFORMATION TECHNOLOGY MANAGEMENT

- Utilize the **Patient Clipboard**
- Begin and complete the **Patient Advisor**
- Know how to create **Estimates**
- Utilize the **Whiteboard**

CUSTOMER SERVICE

- Answer **phones**
- Know how to set up and modify **Appointments**
- **Greet** Clients
- **Check in** day admissions
- Access client information within the practice-management software system. Enter and retrieve client and patient data in the computer.
- Communicate with clients through email and personal notes

HOUSEKEEPING

- Assist in keeping the facility clean and tidy
- Assist in basic housekeeping and deep cleaning
- Routinely pick up trash or feces from the parking lot, sidewalks, or entryway

INVENTORY MANAGEMENT

- Assist in **Stocking**

RECYCLE

- Properly recycle materials

MARKETING

- Input and update **Reminders**
- Participate in **Client Call Backs**
- Create **At-will notes** or emails
- Send **email marketing** messages prior to appointments
- Assist with **reminder** phone calls

- Understand and be able to direct clients to different areas of our Website

SAFETY MANAGEMENT

- Familiarize and follow OSHA regulations
- Complete the Safety Manual and Quiz
- Be familiar with Zoonotic Diseases

EMPLOYEE MANAGEMENT

- Maintain a professional appearance while at work, including clean and pressed uniforms or clothes. Change clothes daily as necessary to look professional and avoid carrying odors. Use breath mints as necessary. Do not chew gum.
- Participate in all staff and training meetings.

PROFESSIONAL MANAGEMENT

- Maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services.

OFFICE MANAGEMENT

- Participate in a Training Overview
- Review Position Information
- Understand Payroll and Benefits
- Cooperate and understand the Employee Manual
- Participate in Administrative Procedures
- Complete New Hire Forms
- Complete Personal Data Base Entry
- Receive basic Computer Training
- Consent to and understand the Clinic's policy of Continuing Education
- Learn staff names through Introductions
- Maintain accurate personal time card on computer