

JOB DESCRIPTION
VETERINARY TECHNICIAN

REPORTS TO: Practice Owner or Manager

POSITION OVERVIEW

The veterinary technician is the veterinarian's primary medical support. They begin the examination procedure and continue to assist the doctor throughout the examination, diagnosis and treatment phases. They aid the veterinarians in achieving greater efficiency by relieving them of technical work and administrative detail. They have a very significant role in communicating with and education clients about their pets.

QUALIFICATIONS / REQUIREMENTS

EDUCATION AND LICENSURE REQUIREMENTS

- High school diploma or equivalent
- Veterinary Technician Certification (CVT)

EXPERIENCE REQUIREMENTS

- Prefer Minimum two years' experience as veterinary technician or assistant.

PERSONAL REQUIREMENTS

- Minimum of 18 years old.
- Genuinely enjoys working with animals and is able to 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.

WAGE RANGE

The range for the position is \$10.00 per hour to \$14.00 per hour.
Benefits are outlined in the employee manual and are separate from the hourly wage.

DUTIES / TASKS

Human Resource

- 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
- Tour Facility
- Consent to and understand the Clinic's policy of Continuing Education
- Learn staff names through Introductions

Safety Training

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

Customer Service

- Thoroughly understand and follow the Customer Service Plan
- Train in Client Education
- Train in Phone Skills

Who We Are

- Be familiar with our History
- Know the Brochures available
- Get to know our Staff and positions
- Read Client Testimonials
- Be familiar with our Payment Options
- Be able to provide clients with our Location
- Participate in a Scavenger Hunt
- Know and follow daily the Code of Honor
- Be growing in the Cornerstones of Character

What We Do

- Understand and be able to direct clients to different areas of our Website
- Know the Services Offered
- Know Well Animal Care Offered
- Complete Basic Office Tasks
- Participate in Landscape and Facility Care
- Be able to create and start Medical Records
- Daily provide C.A.A.R.E. to our patients

Computer Skills

- Advanced Estimate Creation

- Create and review Discharge Instructions

Cornerstones of Health

- Understand and be able to thoroughly explain Deworming Protocols
- Understand and be able to thoroughly explain Vaccine Protocols
- Understand and be able to thoroughly explain Grooming
- Understand and be able to thoroughly explain Nutrition
- Understand and be able to thoroughly explain Examinations
- Understand and be able to thoroughly explain Behavior
- Understand and be able to thoroughly explain Health Consultations

Cornerstones of Care

- Be familiar with Medical Abbreviations
- Monitor animals under Anesthesia
- Assist with Cardiology
- Perform Clinical Pathology (Blood draws, cysto)
- Dentistry (Prophy and Radiographs)
- Set up and assist with Dermatology
- Know how to handle Emergencies
- Set up and participate in Endoscopy
- Competently participate in Euthanasia
- Hospitalization (Treat, Monitor, Invoice)
- Imaging (Get License)
- Internal Medicine (Set IV Catheters)
- Help with Neurology
- Be able to perform and discuss Oncology
- Perform Ophthalmology tasks
- Assist with Orthopedics
- Understand and participate with our Pharmacy and inventory process
- Understand and participate in Reproductive Care
- Surgery (Scrub and Assist)

Marketing

- Develop Elevator Speech
 - Deworming
 - Disease Prevention
 - Dentistry
 - Lab Procedures
 - Altering
 - Anesthesia
 - Grooming
 - Nutrition
 - Behavior

Finances

- Processing Payments

- End of Month Processing (Spend the morning with the Office Manager)

Management

- Participate in new Employee Training