



## Job Description

### *Veterinary Assistant (Experienced/Trained)*

**Required for this position:** the ability to:

- communicate with clients
- safely lift objects or pets of at least 30lbs
- work with or without direct supervision
- restrain and control cats and dogs of any temperament
- recognize certain behaviors in pets
- make conversions and calculations
- effectively work with/for technicians, other assistants, and kennel staff
- adapt to the different needs and preferences of different doctors
- work with computers and multi-line phones
- spell, alphabetize, and perform basic mathematics
- ask questions when a task or procedure is unclear
- provide excellent customer service

**Persons to report to:** Lead Technician & other LVTs, Office Manager, and Doctors.

**Task Descriptions:** As a veterinary assistant, your job entails several important and critical aspects of our hospital; animal care and treatment, customer service, and hospital cleanliness.

- **Animal Care & Treatment Responsibilities:** animal restraint using acceptable/specific methods, blood draws (jugular), prepping/placing IV catheters w/minimal trauma, SQ/IM/IV injections, vaccine care & preparation, setting-up x-ray, taking and developing x-rays, drug administration, bandage/splint applications, anesthetic monitoring, recognize problems during anesthetics, surgical prep, surgical assistance, dental and medical charting, running ECG telemedicine, reading fecals and minor cytologies, perform skin scrapings/readings, maintain surgery suite, treatment area, exam area, lobby and outdoors; cleaning & sterilization of instruments, anesthetic machine maintenance, prepare urine sediment, operate/monitor fluid pumps, perform TPR's, admit patients, discharge patients, prepare laboratory samples, nail trims, ear cleaning, anal sac expressions, collect fecal samples, operate in-house lab equipment and tests, knowledge of drugs and their dosages and uses, recognize drugs correctly, count/prepare prescriptions, critical care monitoring, recognizing & reporting pain/distress/abnormal patients, assist in emergency services (CPR, unaided catheterization/intubation, drug administration), suture/staple removals, enemas, cover/explain at-home care, mathematics (conversions/calculations), maintain all logs (controlled, surgery, x-ray, in-house lab, out-going lab), changing/monitoring oxygen tanks, maintaining a high standard of patient care, use the least amount of restraint required for a procedure to be done, assisting technicians and other assistants in any way when requested or needed.
- **Customer service Responsibilities:** answering phones, taking and passing messages to the appropriate staff member, answering questions (on phone/in person), giving treatment demonstrations, client education, invoicing/checking out clients, taking payments (cash, credit card, checks), obtaining patient history, recognizing/preventing client confusion, preparing exam rooms for client and doctor, appropriate record keeping, prepping/pulling charts, making appointments, knowledge of Cornerstone software, calling owners with results, call owners to check on patients, call owners with updates, assisting/preparing for euthanasia, assisting clients with large purchases, assist clients with pets, provide information about all retail products, maintain compassion and professionalism during high-stress situations.
- **Hospital Cleanliness Responsibilities:** vacuuming, mopping, changing garbage, dusting, stocking and cleaning exam rooms, cleaning kennels, cleaning up vomit/stool/urine/spills, equipment maintenance, replenishing supplies, clean pet dishes, follow isolation ward protocols, litter pans, laundry, keep odors to a minimum, overall hospital maintenance (indoors and outdoors).

***\*This is not necessarily a complete list! Some tasks may be assigned to a specific person to complete.\****

We strongly encourage all of our staff to continue their education and growth and to be proactive in their position.