



Sonoma Humane Society Job Description

Job Title:	Veterinary Assistant	Location:	Santa Rosa
Department:	Public Hospital	Hours:	Variable
FLSA Classification:	FT/PT, non-exempt	Reports To:	Practice Manager

SUMMARY

The Veterinary Assistant duties include but may not be limited to keeping accurate medical records, clerical work, client education, promotion of hospital products and services, and support of the Veterinarians, Practice Manager, and other team members. This position requires practical knowledge of hospital procedures, policies and services, client and patient interaction protocols, data transcribing, word processing, and standard procedures, records and terminology used in the veterinary hospital. The Veterinary Assistant is the Veterinarian's primary support, assisting in patient restraint, routine laboratory test setup, nursing care and triage/discharge of patients.

DUTIES AND RESPONSIBILITIES

- Follow established hospital policies and procedures.
- Greet clients and pets by name.
- Provide compassionate care to patients and clients.
- Conduct oneself in a confident and professional manner even when stressed and/or focused on individual tasks.
- Maintain positive, cooperative relationships with other employees.
- Field questions and inquiries about services, triage, and products.
- Provide knowledgeable advice concerning the care and treatment of animals.
- Perform physical assessments; record observations legibly in files or computer. Weigh pet at each visit and record in file.
- Know common drugs and protocols and be able to explain them to clients.
- Record all conversations with clients in the medical record.
- Prepare and maintain the exam rooms and treatment areas.
- Communicate necessary follow up and home care instructions.
- Maintain a clean and orderly facility.
- Understand use and care of surgical materials and hospital equipment.
- Stock hospital supplies.
- Setup clinical laboratory procedures.
- Assist with positioning and taking radiographs.
- Perform animal care and kennel duties.
- Admit & discharge patients following hospital policy and veterinarian's orders, ensuring that patients are well groomed and in a medically appropriate state.
- Perform CSR duties when a CSR is unavailable.
- Perform other duties as assigned.

Supervision: This position reports directly to the Practice Manager. In the absence of the Practice Manager, this position reports to the Public Hospital Director.

KNOWLEDGE, SKILLS, AND ABILITIES

- The ability to work independently as well as in a team environment.
- Must demonstrate self-motivation, responsibility, excellent interpersonal skills, and the ability to handle multiple tasks in a fast paced environment.

- Knowledge of domestic animal breeds, diseases, health care and basic animal behavior.
- Ability to properly lift animals, food, and supplies up to 50 pounds.
- Good oral and written communication skills.

QUALIFICATIONS

- High school diploma or general education degree (GED).
- Six (6) months related animal care experience preferred.
- Experience in humane animal handling, restraint and confinement.
- Willingness to work flexible days and hours, including evening shifts, weekends and/or holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work environment: The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

Background Investigation:

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

NOTES

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date