**Classification:** This is a nonexempt position under the Fair Labor Standards Act (FLSA)

**Reporting Structure**: The Veterinary Technician is under the direct guidance and supervision of the Veterinary Technician Team Leader, the Practice Manager and Veterinarians who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures.

**Revision Date:** 2/3/20

**Veterinary Technician Objectives:** The Veterinary Technician assists the doctors to the fullest possible extent, to help improve the quality of care given to the patients, and to aid the doctors in achieving greater efficiency by relieving them of technical work at Avra Veterinary Clinic. The Veterinary Technician assists in multiple procedures providing care for animals including physical examinations, dental procedures, surgeries, immunizations, euthanasia as well as client education, marketing and inventory maintenance. This position requires a working knowledge of pharmaceutical drugs, common diseases; their symptoms, means of transmission, treatment and prevention, and other basic preventative health care recommendations. This is an overview of the position and the job responsibilities listed do not encompass the entire position.

Position type and expected hours of work:

* Full or Part-Time
* 8-hour Shifts Monday – Friday
* Weekend shifts required
* Overtime may be required

**Education and Experience:**

* Veterinary Technician License preferred
* Previous Veterinary Technician experience preferred

***ESSENTIAL FUNCTIONS:***

**Technical:**

* Receive, handle, and treat patients with skill, compassion and care including: monitoring during anesthesia, administering fluids, assisting in diagnosing, surgery, and general and specialized nursing care.
* Input data into computer software system.
* Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease, and discontent.
* Maintain inventory of pharmaceuticals, equipment, and supplies.
* Exhibit a technical knowledge of products and medications sold, including dietary products. Demonstrate the ability to explain and educate clients on products and answer their questions regarding product purchase/use.
* Obtain and record 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, serums and treatments as prescribed by veterinarians.
* Administer fluids and blood products as prescribed by the veterinarian.
* Administer and monitor anesthesia under the direction of a veterinarian.
* Provide specialized nursing care for injured or ill animals.
* Prepare patients, instruments and equipment for surgery.
* Assure that monitoring and support equipment such as anesthetic machines, cardiac monitors, scopes and breathing apparatus are in good working condition.
* 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.

**Customer Service**

* Communicate with and educate owners.
* Maintain knowledge of preventative healthcare recommendations in order to answer client questions, provide education on vaccines, flea and heartworm products, and assist in marketing veterinary services from which their pet would benefit, such as a dental cleaning, senior wellness, spay and neuter and boarding.
* Educate clients on products and medications sold including dietary products and answer questions regarding product purchase/use.

**Veterinary Policies/Procedures/Equipment**

* Display knowledge and understanding related to federal and state animal health laws and regulations including OSHA and DEA. Ensure that the hospital and its employees are in compliance with regulations. Inform the veterinary hospital administrator of any regulatory issues.
* Assure that monitoring and support equipment such as anesthetic machines, cardiac monitors, scopes and breathing apparatus are in good working condition.

Clean, maintain and sterilize instruments, equipment, and materials

***COMPETENCY:***

**Basic Skills**

* Recognize and assist in solving professional and administrative problems in assigned area. Exercise considerable judgment in applying professional knowledge in solving nursing problems within established policies and practices.
* Possession of strong organizational skills.
* Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
* Understanding the implications of new information for both current and future problem-solving and decision-making.
* Critical thinking – Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* Ability to work independently on assigned tasks as well as to accept direction on given assignments.
* Regular attendance and timeliness are essential to fulfill the requirements of this position.
* Performs other duties as assigned.
* Ability to multi-task

**Communication Skills**

* Strong communication and client service skills. Considerable tact and diplomacy are required. Ability to work with clients and patients in a professional, friendly, hospitable manner.
* Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
* Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
* Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
* Requires active listening skills, giving full attention to what other people are saying, taking time to understand the points be made, asking questions as appropriate and not interrupting at inappropriate times.
* Requires telephone conversations
* Requires use of electronic mail
* Requires writing medical notes, letters, and memos
* Requires face-to-face discussions with individuals or team members

**Social Skills**

* Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
* Ability to work independently on assigned tasks as well as to accept direction on given assignments.
* Monitoring/Assessing performance of yourself, other individuals or the practice to make improvements or take corrective action.
* Ability to adjust actions in relation to other’s actions
* Teaching others how to perform a task
* Actively looking for ways to help others
* Being aware of others’ reactions and understanding why they react as they do.
* Requires dealing with unpleasant, angry or discourteous people

**Technical Skills**

* Knowledge of the procedures used for receiving, treating, and scheduling patients, for ordering medical supplies, and requesting laboratory tests.
* Knowledge of the use, care, and storage of veterinary instruments, materials, and equipment.
* Knowledge of sterilization techniques to sterilize various instruments and materials.
* Knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA. Ensure that the hospital and its employees are in compliance with regulations. Inform the veterinary hospital administrator of any regulatory issues.
* Knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to make preparations and provide “tableside” assistance.
* Knowledge of computers and relevant software applications including MS Office (Word).
* Perform routine maintenance on equipment and determine when and what kind of maintenance is needed.

***PHYSICAL DEMANDS***

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

**Amount of Time Spent on Task**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **None** | **Less than 1/3** | **1/3 to 2/3** | **More than 2/3** |
| Stand |  |  |  | **X** |
| Walk |  |  |  | **X** |
| Sit |  |  | **X** |  |
| Use hands to finger, handle, or feel |  |  |  | **X** |
| Climb or balance |  |  | **X** |  |
| Stoop, kneel, crouch, or crawl |  |  |  | **X** |
| Talk or hear |  |  |  | **X** |
| Taste or smell |  |  | **X** |  |

The job requires the following lifting requirements and/or exerted force be performed on the job.

**Amount of Time Spent on Lifting Amounts**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Lifting Amount** | **None** | **Less than 1/3** | **1/3 to 2/3** | **More than 2/3** |
| Up to 10 pounds |  |  |  | **X** |
| Up to 25 pounds |  |  |  | **X** |
| Up to 50 pounds |  |  |  | **X** |
| Up to 100 pounds |  | **X (with assistance)** |  |  |
| More than 100 pounds |  | **X (with assistance)** |  |  |

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

***WORK ENVIRONMENT***

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Avra Veterinary Clinic is an equal opportunity employer. It is the policy of the practice to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, or veteran status. The practice will conform to the spirit as well as the letter of all applicable laws and regulations. The practice will take action to employ, advance in employment and treat qualified veterans and disabled veterans without discrimination in all employment practices.

I have read and understand the Veterinary Technician Job Description.

Employee Signature: Date: