

**SANTA BARBARA HUMANE SOCIETY
JOB DESCRIPTION**

POSITION TITLE: **Veterinary Assistant**
DEPARTMENT: **Veterinary Clinic**
REPORTS TO: **Clinic Manager or Veterinary Practice Manager**
STATUS: **Regular, Full-Time, Non-Exempt**
EFFECTIVE DATE: **February 1, 2019**

SUMMARY: Responsible for customer service and assisting the clinic team with animal care and with multiple types of procedures. Provides the highest quality of care for animals in areas such as physical examinations, dental procedures, surgeries, immunizations, euthanasia, etc. Must demonstrate excellent customer service skills, including returning phone calls, scheduling appointments, checking animals into the clinic and releasing pets to their owners after procedures/surgeries. Educates the public on animal health, procedures, medications, and treatment. Maintains a positive and professional attitude with other employees, volunteers, visitors, vendors, and clients. Must support and advocate for the philosophy, programs, and policies of Santa Barbara Humane Society.

PRIMARY RESPONSIBILITIES:

- Humanely restrain animals for exams and related procedures
- Comfortable with the use of safety equipment for fractious or feral animals
- Assists and/or performs medical tasks including blood draws, medicating animals, implanting microchips and vaccines
- Administers pharmaceuticals via subcutaneous & intramuscular routes.
- Assists with the movement of animals for surgery
- Demonstrates patience and tolerance with all animals and willingness to provide direct care to cats, dogs and rabbits of all sizes and types and a desire to maintain high level of care for all animals in order to assure their comfort and safety
- Ensures that all incoming surgery animals and their records and kennels/cages are labeled
- Performs associated established duties according to daily, weekly and monthly surgery schedules
- Performs associated surgical duties related to animal prep
- Maintains sterile field in all surgical aspects according to protocol
- Performs anesthetic monitoring of animals in surgery
- Responsible for maintaining surgical packs and restocking surgery area with all supplies
- Ensures a safe and disease free environment.
- Maintains daily cleanliness and sanitation of:
 - Clinic work areas (vacuuming, mopping, wiping down all counters, etc.)
 - Equipment
 - Surgery animal living quarters (cleaning and resetting cages)
 - Performs laundry duties (washing, drying, folding and proper storage of clinic laundry)

- Informs veterinarians and/or Clinic Manager of any abnormal behavior, illness, disease, or injury
- Performs clinic clerical duties such as answering phones, scheduling appointments, providing health certificates and checking out customers
- Promotes a highly efficient, client-centered environment and facilitates programs and processes to meet client needs
- Maintains the practice philosophy for attracting new clients and retaining existing clients through good customer service skills
- Helps to facilitate resolution of client problems
- Maintains a facility visually appealing to client and staff
- Adheres to all safety and security regulations and training
- Arrives on time and prepared for work
- Demonstrates a positive, team-oriented attitude and communicates in a respectful manner
- Participates in staff trainings and meetings and responds to management communications as required
- Promotes cooperative working environment among shelter departments and staff members; understands the value of teamwork; shows enthusiasm and willingness to perform as necessary to help the clinic function as a unit
- Knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA
- Carries out other duties as assigned by the Director of Veterinary Services, Clinic Manager, and/or Veterinary Practice Manager including but not limited to: administering medications and treatments to shelter animals, assisting with routine medical exams, and assisting other departments as needed

QUALIFICATIONS:

- Minimum of 1 year in related field - Previous work in an animal shelter and/or veterinary clinic preferred
- Excellent computer skills
- Must be able to work with people from a variety of backgrounds who may have different orientations to animals due to cultural traditions
- Must possess excellent oral and written communication skills
- Proficient use of commercial clinic and shelter software preferred
- Excellent animal handling skills
- Must hold a current Veterinary Assistant Controlled Substance permit (VACSP) from the California Veterinary Medical Board or have the ability to obtain this license within 30 days of employment

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- This position requires some weekend and evening work
- Work is performed within an animal shelter where loud noises, disease and exposure to hazards are possible
- Physical requirements may include: bending, standing for long periods, stooping, reaching and other physical demands.
- Must be able to safely restrain large and/or agitated animals

- Frequently lift and/or move up to 50 pounds
- Occasionally handle dogs weighing up to and over 150 pounds. Assistance will be provided when working with larger animals

COMPETENCIES:

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.
- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.
- **Communication** - Expresses self--orally and in writing--in manner that is clear, well organized and appropriate to situation. Uses appropriate grammar, punctuation/spelling, and tone. Listens carefully and sincerely considers others' ideas. Maintains confidentiality and expresses good judgment about what to say and when to say it. Keeps others informed.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Judgment** - Gathers data and others' input as appropriate when making decisions and handling diverse situations. Considers cost, organizational resources, and efficiency, as well as both long- and short-term outcomes. Can explain rationale for a decision. Observes safety and security procedures; uses equipment and materials properly. Recognizes when to consult higher level management.
- **Problem Solving** - Identifies problem in a timely manner. Gathers and analyzes factors or causes. Generates and evaluates alternative solutions. Implements plan to solve problem. Assesses effectiveness of intervention.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities for this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.