



Job title	Veterinary Assistant
Reports to	Animal Care Supervisor / Director of Operations

Job Summary

The Veterinary Assistant is responsible for intake exams of incoming animals, administration of scheduled medications, staff and volunteer training on limiting disease transmission, medical related data entry and recordkeeping, euthanasia as needed, and all aspects of the vet clinic, including surgery scheduling, prep, ordering supplies, and cleaning. Ensures standards of sanitation are adhered and protocols are followed.

Essential Responsibilities and Duties

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Essential responsibilities and duties may include, but are not limited to, the following:

1. Strives for smooth and efficient daily operations in the veterinary clinic and animal intake areas. Works to ensure disease-free kennels, to mitigate stress of the animals while promoting their comfort, consistent procedures are followed, and harmonious relations among staff, volunteers and guests. Manages the intake and veterinary needs of all shelter animals. Consults with veterinarian on behavior concerns and/or health problems of animals at HSS. Ensures animals are humanely and safely handled at all times.
2. Performs all intake exams on newly arriving animals which includes administering vaccinations, de-wormer, micro-chipping, health record completion, etc. Ensures vaccinations are done immediately upon arrival to mitigate disease. Coordinates with other departments to ensure intakes and transfers are scheduled according to availability to perform intake exams immediately.
3. Notifies supervisor of any animal found to have a medical or behavior condition that may require treatment or affect their adoptability.
4. Observes and evaluates animal health concerns, and administers veterinarian approved treatments in a timely manner, including antibiotics, flea/tick control, nail trimming, etc. Schedules, monitors, and completes any needed re-vaccinations or medications.
5. Assists with all aspects of any in-house medical procedures and logs all drug usage under the direction of the Shelter's Veterinarian. Cleans and sterilizes necessary equipment. Monitors previously sterilized equipment to ensure current sterilization.
6. Responsible for timely and accurate entering of data into shelter software system to include surgical notes, laboratory diagnostics, client/employee education, dosage and administration of prescribed medications, etc.
7. Places orders for supplies needed for the clinic and intake areas. Manages expenses in cooperation with supervisor.
8. Maintains, organizes, and cleans Vet Clinic areas. Ensures equipment in those areas are in good working order. Alerts supervisor of needed repairs and monitors their completion.
9. Ensures all areas are clean, safe (obstacle removal, wet floors, cleaning chemical usage, etc.) and provides staff/volunteer training on limiting disease transmission, safety procedures, and animal handling. Ensures portable electrical devices are turned off each night (heaters, radios, lights, printers, etc.)
10. Performs daily rounds of all in-care animals to ensure their needs are met and to decrease their length of stay. Identifies specific needs and follow through with next steps to ensure the shortest length of stay for every animal at HSS.
11. Performs closing rounds to ensure animal areas are secure for the night.

12. Prepares and implements public and HSS surgery lists for spay/neuter surgeries and other medical procedures.
13. Evaluates cleaning procedures as needed to ensure appropriate precautions are being taken to lessen disease transmission.
14. Institutes infectious disease procedures in the event of being notified (i.e. parvo, distemper, etc.). Sets-up quarantine, special cleaning routines, etc. immediately.
15. Provides hands-on training, supervision, and coaching to staff and volunteers in department. Ensures volunteers are appreciated, engaged, and are offered safe and rewarding work.
16. Obtains humane euthanasia certification and performs euthanasia as necessary under the direction of the Executive Director or Veterinarian. Ensures no healthy or treatable animal is euthanized at HSS.
17. Other duties as assigned by supervisor.

Required Qualifications

- Minimum of 2 years experience as a Veterinary Assistant or equivalent.
- High School Diploma or equivalent.
- Strong dog and cat handling skills.
- Must be skilled in drawing blood, vaccination, administering medication.
- Must be able to multi-task and work well under pressure.
- Computer literate in a Windows environment.
- Ability to utilize effective problem solving/decision making skills.
- Ability to communicate effectively.
- Excellent customer service and a high degree of empathy in interacting with pet owners. Excellent interpersonal skills. Must enjoy working with people including staff, volunteers, and the public.
- High-degree of integrity and accountability, as well as a desire to carry out the HSS's mission,
- Willingness to be flexible with schedule and days off when necessary

Desired Qualifications

- Experience working at an animal shelter.
- Experience working with PetPoint animal shelter software
- Associates degree for Veterinary Technician or Certified as an Approved Veterinary Assistant, or equivalent.

Training

- Must be willing and able to obtain Arizona State Euthanasia Certification.

Working Conditions

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. At those times, the employee is subject to the typical physical requirements and hazards encountered by animal shelter employees. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

GENERAL: Requires handling of animals and exposure to fumes from chemicals. Subject to animal dander, bites, and scratches. Requires stooping, bending and lifting up to 50 lbs. with reasonable accommodations. Must be able to work standing for up to 10 hours a day.

Environmental Conditions: While performing the duties of this job, the employee regularly works indoors and is regularly exposed to fumes or airborne particles, animal transmitted diseases, exposure to fractious, frightened, dangerous animals, mental and emotional stress from euthanasia, and contact with irate/emotional pet owners. The employee is occasionally exposed to toxic or caustic chemicals. The noise level in the work environment is usually loud.

Physical Conditions: Depending on assigned task, positions for this job typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting and intense noises.

- ENDURANCE-MOVING ABOUT: *Frequently (2/3 of the time)* - Move from location to location
- WALKING: *Frequently (Occurs on every shift)* - Move about on foot.
- LIFTING/CARRYING: *Frequently (Occurs on every shift)* - Lift by manually raising or lowering an object or animal from one level to another (including upward pulling), and or carry (transport) an object or animal, usually holding it in the hands or arms. Must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 75 pounds. Also may endure physical stress.
- CONTROLS: *Frequently (1/3 to 2/3 of the time)* - Use one or both arms and /or hands and/or both feet or legs to move controls on machinery or equipment.
- HANDLING: *Frequently (1/3 to 2/3 of the time)* - Seize, hold, grasp, turn, or otherwise work with the hand or hands and maintain physical control of tools and/or equipment.
- TALKING: *Frequently (Occurs on every shift)* - Express or exchange ideas by means of the spoken word to impart oral information to clients or the public. Convey detailed spoken instructions to other staff/vols. accurately, loudly, or quickly.
- HEARING: *Frequently (1/3 to 2/3 of the time)* - Perceive the nature of sounds by the ear.
- SEEING: *Frequently (Occurs on every shift)* - Obtain impressions through the eyes of the shape, size, distance, motion, color, or other characteristics of objects. This includes peripheral vision, depth perception, and the ability to adjust focus.
- SMELLING: *Frequently (Occurs on every shift)* - Obtain impressions through the nose of substances organic and chemical.
- MORE SPECIFIC VISION ABILITIES REQUIRED BY THIS JOB: Close vision for computer work; examining animals for injury, mites, etc.; locating vein for IV injections or to see pupil reflex to determine shock or death; distance vision to see and identify animals in motion, to distinguish species, breed type; color vision to distinguish color of animal, collar, or tag; to see and recognize behavioral signals of animals that indicate fear, aggressiveness, etc.; depth perception to judge size and distance; and the ability to adjust focus to distinguish color of animal and breed type.

Direct Reports

Volunteers assigned to vet clinic areas.

Approved by:	
Date approved:	
Reviewed:	