



JOB DESCRIPTION

Certified Veterinary Technician and/or Technician

CORE VALUES

- ***PROVIDE outstanding patient care, client satisfaction, and the highest level of medicine to maintain practice health and status in the community.***
- ***RESPECT our co-workers and clients by engaging in honest, forthright, issue oriented and civil dialogue in a professional manner.***
- ***ACCOUNTABLE to our clients and co-workers by embracing professional behavior and work ethics. ADVOCATE for our patients and their families with empathy.***
- ***RESOLVE issues by being proactive thus demonstrating positive thinking, creativeness, and enthusiasm.***
- ***EDUCATE/EDUCATE team members and clients to promote and attain success in every aspect of our organization.***

Position Overview

The purpose of this position is to improve the quality of patient care by assisting veterinarians with patient care and treatment. Technicians monitor hospitalized pets, maintain inventory, prepare prescriptions, perform routine, in-house lab work, educate clients regarding veterinary care and procedures, and assist with surgical procedures. The Technician assists veterinarians to the fullest possible extent, allowing them to achieve greater efficiency by relieving them of technical and administrative work.

The Technician performs a variety of patient- and client-care duties, conducts patient assessments, anesthetizes patients, and performs procedures and treatments. Technicians maintain a high standard of patient care, communicating clearly with the veterinarians, other hospital personnel, and clients to ensure that patients receive the care they need.

The Technician is friendly and flexible in the face of varying expectations from clients and co-workers. The Technician quickly prioritizes, changes focus, multi-tasks, and thinks creatively and must respond quickly and calmly to emergencies, leading others through necessary tasks.

Technicians strongly believe in the quality of care provided and communicate this sense of assurance to clients. Technicians understand veterinary services and recommendations and clearly convey the value of the services to the clients, promoting a positive work environment and providing direction to and motivating coworkers.

Requirements

- For technicians: minimum two years of experience in the field.
- For certified technicians: national certification and state certification.
- Minimum of 18 years old with the education equivalent to the completion of the 12th grade.
- Genuinely enjoys working with animals and is able to deal with them even when they are stressed, ill, or in pain.

Requirements (continued)

- Can stay calm and efficient during a medical crisis.
- Is well-spoken and approaches his/her job duties in a mature nature.
- Is experienced in the teamwork approach and works well with all levels of hospital team members.
- Have excellent client communication skills.
- Physical Requirements: Work requires lifting and carrying animals. Employee should be able to lift and restrain up to 50 lbs. by themselves. They will be assisted by other staff members if the patient is over 50 lbs.
- Working conditions: May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.

Reporting Structure

Reports directly to the technician team Leader. They also report to the practice manager when appropriate. Technicians will also receive daily instructions from the veterinarian.

Primary Responsibilities

Veterinary Knowledge

- Maintains and uses an appropriate level of veterinary medical knowledge.
- Takes advantage of in-house educational materials and continuing education provided by the hospital.
- Maintains knowledge of the hospital's programs, products, and services.
- Maintains knowledge of current pharmacy stock and its uses.

Patient Care

- Provides compassionate patient care, including keeping patients clean, dry, and comfortable.
- Alerts veterinarian to changes in patients' condition.
- Recognizes patients with contagious disease and follows appropriate procedures.
- Medicates and/or treats patients as required.
- Able to perform basic emergency care, CPR, and intensive care as needed.
- Admits and discharges patients on the veterinarians' orders.

Animal Handling and Safety

- Able to restrain and/or transport animals in a safe, efficient, and compassionate manner during examinations and procedures.
- Exercises compassion and care in all interactions with patients.
- Properly handles fractious and fearful animals.
- Follows clinic and OSHA guidelines concerning safety.

Exam Room Assistance

- Follows established procedures in order to assist veterinarians with examinations and facilitate the flow of daily appointments. Able to complete room cycle as defined in room technician SOP.

Medical Records

- Ensures accurate and efficient documentation in medical records both in the chart and AVIMARK.
- Able to accurately document all client communications.
- Able to accurately record results from diagnostics.
- Able to maintain in-house treatment sheets.

Medical Records (continued)

- Able to appropriately dispense medication with the appropriate instructions.
- Able to document controlled drugs accurately.

Diagnostics, Laboratory Procedures, Treatments, Other Procedures, and Surgical Assistance

- Accurately performs routine, in-house laboratory procedures.
- Collects, prepares, and handles specimens needed for in-house or outside lab use as needed.
- Able to administer IM, IV, and SQ injections as needed.
- Able to calculate drug doses as needed.
- Able to draw blood, place IV catheters, and urinary catheters as needed.
- Must be a CVT to have a routine surgery day. Non-certified technicians must have knowledge and/or the ability to monitor and maintain an anesthetized patient.
- Monitors anesthesia and assists veterinarian as assigned in surgery and dentistry.

Client Relations

- Demonstrates warmth, courtesy, and professionalism in all client interactions.
- Able to communicate with clients regarding the medical status of their pet.
- Able to educate clients regarding preventive medicine, vaccination requirements, recommendations, diseases, and/or upcoming procedures.

Hospital Upkeep

- Keeps exam rooms, treatment and/or hospital areas clean and appropriately stocked.
- Cleans and maintains medical equipment as required.
- Properly cleans, packs, and autoclaves all surgical materials.
- Helps maintain appropriate inventory of supplies and informs appropriate management when supplies need to be ordered.
- Unpacks boxes, checks expirations dates, and rotates stock as needed.

Personal Conduct

- Adheres to all hospital policies, standards and procedures. Please refer to employee manual for further guidelines.
- Serves as a representative of the hospital, displaying courtesy, tact, consideration, and a positive attitude in all interactions with clients, patients, and other staff members.
- Demonstrates initiative in everyday duties by seeking other work during down times.
- Exercises time-management skills to maximize personal efficiency.
- Assists other employees as needed and filling in for other employees as needed.
- Adheres to posted weekly and monthly work schedule. Arrives promptly and begins work on time. Follows hospital policies for reporting lateness or absences.
- Clocks in and out with time sheet at the beginning and end of each day and during breaks.

Additional Duties

- Attends departmental and staff meetings.
- Attends in-house continuing education.
- Helps maintain an open line of communication between all other departments.