

JOB DESCRIPTION:
Veterinary Assistant



Where is this job located?

7119 State Rd Millington, MI 48746

Reports Directly to

Practice Manager or Lead Assistant

What is the importance of this position in the company activity and what will be its relative importance within the next 3 to 5 years?

The Veterinary Assistant plays a vital role for day-to-day function of the Clinic. This position is one of dedication to animals and staff. The Veterinary Assistant looks to better the clinic through properly executed tasks and upkeep. Fellow co-workers lean on the Veterinary Assistant for inventory placement knowledge, patient restraint, and sanitization standards.

What is the purpose of this position?

Help to maintain the hospital facility, keeping it neat and clean. Clinic received shipment unpacking/logging/filing and correct disbursement to personnel. Take care of the hospitalized or boarded pets in the clinic. Sanitization of the entire kennel room, Xray room, grooming room, exam rooms, surgical suite, back office, laundry room, waiting area, entrance way, outside ground inspection, break room, storage room, client and employee restroom, the offices of the Practice Manager and the Veterinarians. To insure the smooth flow of pet care and clinic upkeep. Veterinarian and Technician assisting with client's office visits and exams. Be able to lift approximately 50 pounds, walk dogs up to 130 pounds, be in close contact with upset or afraid cats and dogs.

How does the purpose of the Veterinary Assistant contribute to the purpose of Care Veterinary Services?

As the Veterinary Assistant your role must be taken seriously. This role is not one of low meaning. This role is vital in the functioning day to day of the clinic. Our clients require you being the best at your position. Our client requires you to be knowledgeable on the best care practices, sanitation protocols, and clinic sanitation. The purpose of Care Veterinary Services is to provide our clients with the best services from start to finish. We require all staff members to hold themselves to that high standard always.

What specific challenges are attached to this job?

- Being able to work at a speed that delivers high quality care and be productive



- Being able to handle more tasks than just assisting the Veterinarian(s) such as curbside retrieval of patients and answering reception overflow
- Being able to evaluate the behavioral response of patients and applying the correct behavioral technique
- Not getting flustered when things get busy or patients are nervous, timid, scared, unruly, or aggressive
- Must be able to think and anticipate what the doctor or Technicians will need
- Must be able to adapt to change and not be afraid to learn new technology, vet-med best methods of practice, animal behavioral techniques, professional office standards, soft skills, and co-worker communication

What products/services are directly or indirectly handled on the job?

- Provide compassionate care for pets.
- Restrain pets for veterinarians and technicians.
- Assist in the taking of x-rays.
- Monitor and collect urine and fecal samples as needed.
- Monitor, record and report physical signs of hospitalized/boarded pets.
- Sanitize cages, runs, boarding areas and or hospital facilities including exam rooms, treatment rooms, isolation area, employee lounge, bathrooms, and doctor's office.
- Blood Draws
- Running Blood Machines
- Medication Refills
- Extubating patients
- Maintain reception area in a neat and sanitary condition.
- Provide clean bedding, water and litter pans for pets.
- Feed hospitalize/boarded pets as needed.
- Exercise hospitalized/boarded pets as needed.
- Take incoming pets to appropriate areas.
- Retrieve pets that are being discharged.
- Retrieve pets that are here for appointment if need be
- Restock any/all hospitalize supplies as needed or instructed.
- Restock reception area shelves.
- Laundry
- Wash and sanitize pet dishes
- Perform other duties as assigned



What impact could a good or a bad decision on the job have on the company performance?

- Every decision made by the veterinary assistant has to be one in line with the moral and ethics of Care Veterinary Services.
- Ethics is defined as the rules of standards governing the conduct of the person or conduct of the members in a profession
- Morals is defined as code of good conduct laid down out of the experience of a culture or society to serve as a uniform yardstick for the conduct of an individual and groups.
- A bad decision can impact patient health, clinic liability, co-workers trust and result in termination
- A good decision can impact the growth of the clinic, heightened trust from co-workers, acknowledgement from management

What is the target market/public for these services?

Our patients are people who want veterinary medicine delivered by a friendly, knowledgeable, professional team. They are seeking quality pet care, education on pet health, and a non-judgmental atmosphere.

What is the precise performance/results expectations?

As a Veterinary Assistant you must grasp (duplicate) the training program provided and be able to execute your duties and actions according to the organization's standards. There is a standard way to provide compassionate care for pets, restraining pets, assisting in x-ray taking, collection and monitoring of urine and fecal samples, monitoring recording and reporting physical signs of hospitalized/boarding pets, sanitization of cages, runs, boarding areas, hospital facilities, maintaining reception area, providing bedding, water, and litter pans for pets, feeding hospitalized/board pets, exercising hospitalized/boarded pets, taking incoming pets to appropriate areas, retrieving pets to be discharged, restock supplies, restocking reception, laundry, and sanitizing pet dishes.

How are those result expectations monitored and measured?

Performance is evaluated by the Practice Manager or Veterinarian. The Veterinarian or PM would determine if something were done correctly or not. The Veterinarian or PM grades all job duties and the veterinary assistant is evaluated on their personal performance along with their teamwork performance in accordance with the Care Veterinary Evaluation Form. The Veterinary Assistant will have incident forms logged in their personnel file for any areas that are not being done in accordance with the job description and training standard.



What are the required technical and/or administrative competencies & experience?

- High School Diploma or GED
- Assistant schooling preferred
- 1-2 years' experience (preferred)
- Able to lift 50 pounds
- Must have basic computer knowledge

What are the required personality and behavioral characteristics?

You must be enthusiastic, with the attitude of "make things go right." Also, as veterinary medicine tends to not always run as scheduled, we need someone who is flexible and can figure out solutions to help keep the schedule running smooth by working with the other staff.

You are a team member who makes an effort to integrate yourself with the staff; you can't be a "loner."

We also need someone who is not afraid of change and technology.

You are someone who is eager to learn how to do new things. We all continuously learn how to do things better and we expect that attitude from everyone in the team.

Match yourself with who we are looking for with the following:

You are a leader

You are a great critical thinker

You have problem solving skills

You are compassionate

You have a positive attitude daily

You have excellent communication skills

You have excellent teamwork skills

You are great a multi-tasking

You accept and thrive on constructive criticism

You are punctual

You leave outside influences outside

You thrive on being a positive influence to those around you

You take on added assignments as required



What training program is planned for fast results achievement?

Our onboarding program is a 12-week program. This training program will have week by week break down of expected mastered skills by the end each week. Each week will end with a meeting with management on your progress felt strengths and weaknesses along with any areas you would like to have additional training in.

What kind of performance appraisal is planned on the job?

You will get feedback from the Practice Manager daily for immediate call to act performance discrepancies. First evaluation will be completed after 90 days. Complete performance appraisal are done every 30 days.

What management style applies to the supervision of this position?

Great work ethics, professionalism, and caring/understanding. We utilize Fortis Business Solutions management training. Every member in the team abides by those principles, which ensures good efficiency, stability at work as well as more fun work environment. We do not want a commercial feel at our clinic but do want a professional, will-do, helpful attitude with all our staff.

What are the planned salary and other compensations?

- Hourly wage based on your skills and experience
- Bonuses (at management discretion)
- We offer 30% discount for services rendered to an employee's personal pet after 90 days
- Paid Time Off accrual plan for full time employees
- Paid Holidays for full time employees
- Paid Time Off for Employee Birthday
- Scrubs provided yearly

Continued Education

- Paid continued education studies in both the job position and personal interests of Veterinary medicine
- Continued Education is required and deadline to be honored

ACKNOWLEDGEMENT OF JOB EXPECTATIONS FOR VETERINARY ASSISTANT

EMPLOYEE

DATE

WILL BE ADDED TO PERSONNEL FILE