

# Ralston Veterinary Clinic

**Job Title:** Veterinary Assistant  
**Reports to:** Team Manager of Veterinary Assistants  
**Hours Per Week:** 15-40

**Job Class:** Non-Exempt  
**Date of Preparation:** 11/21/13

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## **EDUCATION AND EXPERIENCE:**

1. Working towards High School Diploma or education degree (GED)
2. High School Diploma or education degree (GED)

## **JOB SUMMARY:**

Provide superior care for pets in all areas of the clinic and to assist the Veterinarians and Licensed Veterinary Technicians. This includes client education, monitoring boarding, treatment, and hospitalized pets, performing basic health care needs, restraining, stocking, maintaining cleanliness throughout the facility and grounds and providing superior customer service.

## **WORKING CONDITIONS:**

The work setting often is noisy and malodorous. When working with animals that are frightened or in pain, a Veterinary Assistant is at risk of being bitten, kicked, or scratched.

## **ESSENTIAL JOB FUNCTIONS:**

### **1. PATIENT CARE:**

- Walk all dogs as appropriate (i.e. AM, Noon, Extras, PM, etc.)
- Feed and water all boarding, treatment, and surgery patients as instructed
- Assist the technicians and doctors as instructed (i.e. restraining, walking, collecting fecal samples)
- Responsible for pet grooming – bathing, nail trims, drying, brushing out and lion cuts
- Clean and disinfect cages and runs
- Provide extra walks and play times
- Walk through hospital, treatment, recovery, and boarding areas to ensure safety & health of pets
- Able to obtain temperatures and brief history

### **2. CLEANING:**

- Pick up waste from lobby and yard areas
- Wash, dry, fold, and put away laundry
- Wash dishes, load and unload dishwasher
- Vacuum and mop food prep, feline hospital, feline recovery, & cat condo areas
- Disinfect & squeegee dry floors in K-9 boarding, K-9 hospital, & K-9 recovery
- Clean all other areas of clinic as needed/instructed
- Empty and control the disposal of needles & other “sharps”
- Clean scales, counters, seats, tables, walls
- Clean grooming tubs
- Clean grooming floor mats as well as scale mats
- Empty outside trash and clean ashtray
- Clean & sterilize surgical instruments
- Operate Autoclave when appropriate

### **3. STOCKING:**

- Replace soap dispensers
- Fill paper towels, where needed
- Fill medical supplies, where needed
- Fill secondary liquid containers

- Fill string and gauze boxes
- Fill newspapers, where needed
- Place beds/blankets & towels, where needed
- Refill grooming items (i.e. shampoo, conditioner, combs, brushes, etc.)
- Refill food containers in food prep
- Refill pet retail items, when instructed
- Put together cardboard cat carriers

#### **4. CUSTOMER SERVICE:**

- Client education
- Promptly answer intercom pages for assistants
- Promptly & efficiently check in boarding pets
- Bring patients to clients
- Assist clients to car with pets, belongings, and/or food
- Communicate and confirm boarding reservations, when instructed

#### **5. COMMUNICATION:**

- Be able to navigate AviMark for schedules, boarding calendar, treatment plan etc.
- Complete surgery forms
- Complete cage cards & invoices
- Complete boarding forms, white board, grooming list, & extras list
- Document client concerns and all issues with pets

#### **BEHAVIORAL REQUIREMENTS:**

- Foster a positive and productive working environment
- Maintain a high level of professionalism at all times
- Abide by all safety policies and foster a safe working environment
- Abide by all company policies and procedures and adapt to change in those policies and procedures as needed
- Strong attention to detail
- Good attendance, including being in appropriate area at designated start time
- Work towards ensuring a consistent level of care for all patients
- Follow through on assigned tasks
- Find ways to be innovative and creative to develop current and potentially future policies and procedures
- Be able to handle a high stress environment while multitasking and still maintaining a professional and positive attitude
- Attend all monthly & clinic staff meetings

#### **INTERPERSONAL REQUIREMENTS:**

- Ability to communicate to and treat all patients, visitors, clients, doctors, and coworkers with courtesy, respect, and concern
- Ability to present a positive image of RVC at all times through actions and words
- Be aware of how decisions and actions affect all the other departments within the Company
- Be willing to assist other departments as needed
- Communicate concerns to your manager in a timely, professional, and constructive manner
- Develop confidence to lead coworkers when the need arises and also be able to accept directives as necessary
- Fulfill tasks or duties as requested by doctors, technicians, managers, and/or coworkers
- Ability to maintain confidentiality

**DIRECT REPORTS:**

None

**INDIRECT REPORTS:**

None

**PHYSICAL REQUIREMENTS:**

0-24%      25-49%      50-74%      75-100%

Seeing: Must be able to read boarding sheets, patient files, dry eraser boards, and labels on products, cleaners, medications and patient abnormalities.				X
Hearing: Must be able to hear well enough to communicate with co-workers, clients, & listen for abnormalities of pets.				X
Standing/Walking:				X
Fingering/Grasping/Feeling: Must be able to operate computer, as well as have the ability to handle animals appropriately & safely.				X
Stooping/Kneeling/Reaching: Frequent stooping, kneeling, and reaching to access patients, stocked items, etc...				X

**PHYSICAL DIMENSION for Lifting, Carrying, Pushing, and Pulling:**

1. Must be able to lift 50 lbs.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.