

# 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:** 03/20/19,1-31-22

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## **EDUCATION AND EXPERIENCE:**

1. High School Diploma or GED equivalent required

## **JOB SUMMARY:**

The Veterinary Assistant will provide superior healthcare and caring attention to our clients and patients by supporting the needs of our DRs and LVTs throughout the hospital including exams rooms, pharmacy, treatment, dental, lab and surgery, as well as aiding our CCS team in the front of the building. The vet assistant takes care of all patients by following directions, being honest, having open communication, practicing safe restraint, stocking, and maintaining cleanliness. They take care of our clients by assisting them with their needs, concerns, educating, and recommending services to support the best quality of care for their pet. This team member will be trusted, dedicated, compassionate, positive, knowledgeable and cares for the company, our team members, our patients, and our clients while embracing the human animal bond.

## **WORKING CONDITIONS:**

The work setting often is noisy and malodorous. Animals may bite, scratch, or further injure you.

## **ESSENTIAL JOB FUNCTIONS:**

### **BEHAVIORAL REQUIREMENTS:**

- Being the client advocate by seeking to satisfy the client whenever possible, while keeping the best interest of the patient and the business in mind
- Balancing client and team's needs/expectations while engaging in Ralston Vet's mission, vision, and values
- Fostering a positive and productive work environment while maintaining a high level of professionalism
- Being considerate of others and showing respect to clients, patients, and coworkers
- Ability to handle a fast-paced, high stress environment while maintaining a professional and positive attitude
- Displays time management skills with strong attention to detail while maintaining accuracy including following through on assigned tasks
- Excellent daily attendance which includes mandatory monthly staff meetings and scheduled "lunch and learns"
- Creating regular professional development goals that align with RVC's mission, vision, and values
- Share knowledge and opportunities for growth through CE, teach backs, Lunch and Learns, ACT training, etc.
- Open to continual learning with changes, new information, and personal development
- Able to seek ways to be innovative and creative in order to problem solve
- Abide by all safety policies and foster a safe working environment
- Abide by all company policies and procedures and display adaptability to changes in those policies and procedures as necessary
- Embrace the Employee ownership atmosphere

## **INTERPERSONAL REQUIREMENTS:**

- Foster a positive team atmosphere among all co-workers
- Communicate team and patient needs through open, respectful, and continuous communication.
- Be open to and accepting of constructive feedback while maintaining a positive professional demeanor and engaging in our core values on a daily basis.
- Communicate effectively with all clients, patients, visitors, and coworkers in a courteous, respectful, and open manner.
- Be an attentive listener and show compassion to clients, patients, and co-workers
- Presents a positive image of RVC at all times, through daily interactions such as attitude, body language and words
- Be aware of how the decisions and actions that you make, affect all departments within the company

- Be willing to assist other departments and fulfill tasks or duties as requested
- 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
- Operate within our strengths based and/or personality assessed culture to understand and effectively communicate with others
- Provide a consistent level of care for all patients.
- Maintain confidentiality

## **1. PATIENT CARE:**

- Feed, walk, and water all patients as instructed
- Assist the LVTs and DRs as instructed (i.e. restraining, walking, collecting fecal or urine samples, obtaining a history)
- Responsible for pet grooming – bathing, ear cleanings, nail trims, drying, brushing out and performing lion cuts
- Able to read chart and reminders and make recommendations on products and or appointments as needed
- Clean, disinfect, and prepare all cages and runs
- Walk through hospital, treatment, recovery, and boarding areas to ensure safety & health of pets
- Able to obtain temperatures and a medical history

## **2. CLEANING/STOCKING:**

- Pick up waste throughout the clinic, front of the building and yard areas
- Wash, dry, fold, and put away laundry
- Wash dishes, load and unload dishwasher
- Vacuum and mop
- Clean scales, counters, seats, tables, walls, grooming tubs, dishes, and mats
- Empty outside trash and clean ashtray
- Clean & sterilize surgical instruments which may include operating the autoclave when needed
- Stocks hospital where needed and engages in daily, weekly, and monthly cleaning list

## **4. CUSTOMER SERVICE:**

- Client education and recommendations
- Promptly answer intercom pages for assistants and monitor appointments
- Bring patients to clients and communicate needs from discharge if needed
- Assist clients to car with pets, belongings, and/or food
- Greet and assist clients for appointments as needed in person or on the phone
- Import medical records into Avimark and update
- Enter charges and communicate break down of charges and any treatment plans created
- Check in and verify all contact information and preferences
- Assist with check outs for appointments, medications, and food/treats
- Answer phone calls and assist clients with scheduling, records, messages, and/or further questions

## **5. COMMUNICATION:**

- Be able to navigate AviMark for schedules, whiteboard, treatment plan, medical history, etc.
- Complete surgery forms and cage cards
- Utilize white board, work list and voice mails
- Document and/or verbalize client concerns and all issues with pets in chart to appropriate teams
- Appropriately wears and communicates that self and all others are wearing PPE needed

**DIRECT REPORTS:**

None

**INDIRECT REPORTS:**

None

0-24%    25-49%    50-74%    75-100%

**PHYSICAL REQUIREMENTS:**

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 40 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.