

Humane Animal Rescue

Clinic Veterinary Technician/Medical Services Technician

Classification:

Nonexempt/Full Time

Reports to:

Director of Medical Business

Supervises: N/A

Schedule:

Variable work schedule including evenings and weekends

Effective Date:

May 3, 2016

Summary/Objective

The Clinic Veterinary Technician/Medical Services Technician is responsible for providing miscellaneous support to the veterinarians and patient care team. This position requires a practical knowledge of animal hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment, data entry, word processing, mail service and a practical knowledge of the standard procedures, veterinary records and terminology used in the clinic. This position can also serve as a Clinic Receptionist/Coordinator as necessary

Essential Duties:

- Assists the Veterinarian with daily clients
- Responsible for physical exams, evaluation and treatment of routine medical conditions, vaccinations, performing labs such as fecal exams, urinalysis; ear and skin cytology.
- Insure all euthanasia is done humanely and according to established Society policies.
- Provides pre and post-operative care. This includes but is not limited to providing a clean cage, food and water, monitoring post anesthesia recovery, insuring written documents are intact and instructing owners and/or staff on any follow-up care or medication needs.
- Responsible for answering basic questions about veterinary care to the general public.
- Accurately relay owner's account of medical complaints of the animal(s) involved to the healthcare team members who will be involved in treating the patient(s)
- Ensures confidentiality of client and animal information

Other Basic Duties:

- First point of contact for providing customer service to Clients – greeting clients, checking in patients, discharging patients, dispensing medications and prescriptions, invoicing and handling sales of products.
- Responsible for professional responses (internal and external) to all inquiries including but not limited to answering phone and email inquiries, scheduling appointments, handling prescription refill requests, recording messages for doctors and staff, answering basic questions about veterinary care and/or getting in touch with appropriate experts.
- Ensuring accuracy of electronic medical record system input and evaluation.
- Receiving client payments – posting and recording payments, receiving payment, running end-of-day transaction register.
- Communicating with clients regarding patient updates, appointment reminders and update inquiries.
- Handling general office duties such as but not limited to opening mail and cleaning/organizing reception area.
- Other duties as assigned

Competencies:

- Outstanding customer service skills - Ability to handle customers with tact and diplomacy in sensitive or stressful situations
- Excellent written and verbal communication skills
- Excellent organizational and time management skills
- Ability to multi-task and work under pressure
- Analytical and problem solving skills
- Ability to ensure compliance with medical orders and dosage measurement
- Proficient in MS Office
- Shelter Software experience a plus
- Ability to work with a diverse workforce

Work Environment:

While performing the duties of this job, the employee could be exposed to hazards associated with aggressive animals; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases. The employee will primarily be working in the shelter environment. The noise level in the work environment is usually moderate.

Physical Demands:

While performing the duties of this job, the employee is required to bend, stand, stoop, walk, sit, talk, listen, hear; use hands to finger, manipulate, handle, or feel; reach with hands and arms. The employee must be able to lift and/or move up to a minimum of 20 pounds.

Safety & Health Program:

This position is expected to cooperate in all aspects of the shelter's Safety & Health program. This requires that all employees must

- Report all accidents immediately to their supervisor
- Wear required personal protective equipment. No exceptions
- Report all hazardous conditions or other safety and health concerns to their supervisor immediately.
- Participate in Safety Committee activities and support Safety Committee membership

Travel:

Travel to vaccine clinic when necessary

Required Education and Experience:

- Veterinary Technician Associate's Degree or two – three years shelter medicine experience
- Board certification is a plus.
- Valid Driver's license.

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all responsibilities, duties, and qualifications required of employees.