



Job Description

Job Title: Exam Room Assistant

Department: Veterinary Clinic

Classification: Hourly, non-exempt, non-seasonal

Job Relationships: Supervised by Patient Services Manager. Works with and assists Veterinarians, Veterinary Technicians, Client Services Representatives, volunteers and clients.

Position Summary: Assists veterinarians and veterinary technicians with the treatment and care of animal patients. Educates clients on proper animal care and promotes and supports the services offered by the Humane Society of Boulder Valley (HSBV) and our Veterinary Clinic.

Essential Duties and Responsibilities:

Exam Room and Patient Care:

- Assists Veterinarian in the examination and treatment of animals.
- Records initial presenting complaint, patient history and patient vitals. Makes thorough and appropriate notes within patient medical record.
- Prepares medications, vaccinations, and treatments for patients in exam rooms.
- Maintains exam rooms including necessary equipment and supplies. Cleans, prepares and sterilizes exam room equipment and instruments.
- Fills prescriptions with veterinarian approval and assists with pharmacy inventory as assigned.
- Assists with animal restraint and sample collection (blood draw, urine collection).
- Prepares laboratory samples for submission. Performs in-house laboratory testing including fecal analysis, urinalysis and blood-chemistry screenings.
- May assist or perform euthanasia of animals.
- Educates clients on post-exam treatment and care for their animals.

Hospital Patient Care

- Reports any patient health or temperament abnormalities to veterinarian or veterinary technician.
- Maintains veterinary equipment in good, working condition.
- Cleans and disinfects kennels, cages, work areas and work surfaces daily.
- Feeds, waters and cares for hospitalized animals as assigned.
- Performs check-in and client discharge of hospitalized patients as assigned.

Client Care

- Takes an active role in educating clients on HSBV programs and services, and actively encourages contributions to HSBV.
- Promotes and provides resources on animal welfare-related topics such as responsible pet guardianship, training, safety and animal behavior.
- Ensures excellent customer service and a positive experience for our clients. Maintains a friendly and professional demeanor.

Hospital Operations

- Schedules clients and performs the duties of a receptionist when needed.
- Integrates volunteers and takes an active role in their training, integration, safety, performance and job satisfaction.
- Attends and participates in training programs as assigned.
- Assists with general operations of the Veterinary Clinic.
- Maintains appropriate records and documents to ensure accuracy and efficiency in all clinic operations.
- Maintains a healthy and safe environment for animals and people.

Safety

- Follows all safety guidelines to ensure a safe work environment.
- Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal or the organization at risk.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

Education/Experience

Certified Veterinary Assistant (CVA) or one year of experience as a Veterinary Assistant. Experience with AVImark software preferred. Experience in the animal welfare field preferred. **The Humane Society requires drug testing and criminal background checks of all employment candidates.**

Knowledge, Skills, and Abilities

Strong verbal and written communication skills, organizational skills and customer service skills. Shows initiative and is a conscientious worker. Ability to handle multiple tasks at once in a fast-paced environment. Detail oriented and exercises good judgment when dealing with the public and animal-related concerns. Able to lift and carry 50 pounds. Committed to the mission of the Humane Society of Boulder Valley and to the success of the Veterinary Clinic.

Working Conditions

Work is performed in a kennel/shelter/clinic setting. Exposure to disinfectant solutions and high noise level when in kennel and clinic areas. Subject to animal bites and scratches while handling animal of questionable temperament. Daily lifting of up to 50 pounds. Ten-hour work shift requires standing, walking, bending, twisting, lifting, kneeling, squatting and sitting while restraining animals for treatment, assisting veterinarians in surgery or in exam rooms, communicating with clients, performing data entry, and general housekeeping of the work environment.

Schedule

Regularly scheduled for four ten-hour shifts per week. Saturday availability required.

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