

## Job Description: Veterinary Assistant

### Position Summary

A veterinary assistant supports technicians and veterinarians in exams, treatment, surgery and boarding. The veterinary assistant assists with animal restraint, housekeeping, client communication, treatments and surgeries. Veterinary assistants support both certified veterinary technicians and veterinarians in daily patient care. They communicate with clients in person and by phone for follow-up care and patient monitoring.

Reports to: Technician Supervisor

### Job Responsibilities

#### Technical Duties, 80%:

##### Patient Care

- Care for boarding and hospitalized animals, including cage cleaning, exercising, feeding, observing signs of illness and controlling the spread of parasites and infectious diseases
- Restrain patients for procedures performed by technicians or doctors
- Administer medications
- Assess change in animal status
- Trim nails
- Clean ears
- Bathing and dipping procedures
- Ensure hospital patients and boarding pets go home well groomed and in an appropriate medical state

##### Laboratory & Pharmacy

- Perform basic in-house lab tests
- Complete forms for reference lab
- Fill out lab reports and logs
- Clean lab area
- Fill prescriptions

##### Inventory

- Unpack deliveries, reconcile against packing slip and restock supplies
- Restock shelves and drawers in exam rooms and treatment area
- Assist with ordering of drugs and supplies
- Assist with purchasing and stocking of cleaning and office supplies

#### Housekeeping Duties, 10%:

- Do laundry
- Clean cages and boarding kennels
- Help maintain clean exam rooms, treatment area and surgical suite
- Clean public and staff areas
- Assist with facility and yard maintenance to maintain a clean, odorless and inviting environment

#### Client Communication Duties, 8%:

- Professional, cheerful and helpful attitude when interacting with pet owners
- Knowledge of common diseases, their symptoms and means of transmission
- Knowledge of preventative health care recommendations to answer questions and assist in marketing veterinary services from which clients' pets would benefit

#### Administrative Duties, 2%:

- Help in reception area when needed

- Know how to check out clients and discharge boarding and hospitalized patients
- Understand proper medical record keeping
- Understand front-desk procedures in order to assist receptionists such as phone system, veterinary practice-management software and appointment scheduling guidelines

## **Educational Requirements & Skills Needed**

### **Educational Requirements:**

- High school diploma or equivalent
- Formal or on-the-job training in veterinary technology

### **Skills Needed:**

- Ability and willingness to assist technicians, doctors and receptionists
- Responsibilities will vary based on the practice's current needs, the season and the individual skills of the employee
- Ability to assist veterinarians in the practice of veterinary medicine and surgery
- Effective communicator

### **Physical Obligations:**

- Able to lift patients and carry equipment up to 50 pounds; ability to lift patients or carry equipment over 50 pounds with assistance
- Endure sitting, standing and walking on hard floor surfaces for extended periods
- Type information for patient records and prescription labels into the computer
- Able to work in noisy work conditions with sounds from animals and equipment
- Take safety precautions for exposure to toxins, drugs, anesthesia and radiation