Humane Society of Broward County
Outpatient Veterinary Technician Job Description

Job Title: Outpatient Veterinary Technician
Department: 235-MASH
Reports to: Clinic Programs Manager
FLSA Status: Non-Exempt
Revision Date: 03/19/2014

JOB SUMMARY

To provide humane care to the animals in our community. To assure and maintain the established standards of preventative veterinary medicine. To perform a variety of animal health care duties and assist in examining/restraining animals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Primarily performs Veterinary Technician duties for vaccine clinic and MASH (spay & neuter) mobile unit.
- Greet clients and admit patients awaiting vaccination services.
- Present paperwork and assist clientele with any questions or concerns regarding services or products.
- Review vaccination paperwork and prepare vaccines in accordance to vaccine protocol and veterinarians preferences.
- Maintain inventory of products used by the vaccine clinic.
- Assist veterinarian in medical procedures using proper restraint, including restraint of fractious animals.
- Dispense medications and products appropriately and in accordance to instructions.
- Administer and maintain proficiency with various types of injections (IV, SQ, IM) and perform venipuncture when necessary.
- Assist clients with patients in waiting room.
- Able to update client/patient paperwork, maintain medical records, file records.
- Handle telephone calls and assist with scheduling vaccine appointments.
- Perform opening and closing procedures.
- Maintain and organizes inventory, both medical and reception for vaccine clinic, as needed.
- Clean and prepare vaccination clinic area(s) in accordance with HSBC policies and procedures.
- Responsible for sign-in and sign-out of spay & neuter patients from MASH mobile unit.
- Read and understand medical records.
- Recognize contagious/chronic illnesses.
- Must be able to give medications PO, IV, IM, and SQ.
- Maintain proficiency with in-house lab tests.
- Collect payment from clientele for services rendered when needed.
- Cross promote HSBC services and recommend additional products to clientele.
- Be able to work directly with Veterinarian as needed.
- Ensure that all procedures are performed safely and using protective equipment.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- None; however, may lead, train, or participate in work team assignments.

NON-ESSENTIAL DUTIES

- Assists Clinic Programs Manager in other departmental functions and projects.
- Performs other duties as assigned by Clinic Programs Manager.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Humane Society of Broward County is a Drug-Free Workplace
ABILITIES

- Ability to read and interpret documents such as safety rules, operating instructions and procedure manuals.
- Ability to perform mathematical functions including the ability to understand and use units of measurement.
- Ability to perform basic clerical skills.
- Ability to keep accurate and detailed records.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to process complex verbal and written instructions and translate them into a series of logical problem solving steps.
- Ability to communicate effectively verbally and in writing.
- Ability to fluently speak, write and understand English.
- Ability to write legible on HSBC forms, reports and documents.
- Ability to evaluate the health and well-being of animals and environmental conditions for various domesticated animal species.
- Ability to accurately and legible record observations and information.
- Ability to maintain animal inventory and health records in an organized manner.
- Ability to adhere to disease management and safety protocols.
- Ability to recognize infectious disease.
- Ability to operate a desktop PC, calculator and related peripheral computer equipment.
- Ability to answer all questions effectively and in a pleasant manner.
- Ability to use sound judgment when providing guidance to staff and volunteers.
- Ability to interact productively with individuals at all levels within the organization.
- Ability to establish and maintain effective working relationships with co-workers and volunteers of diverse background and cultures regardless of race, religion, sex, sexual orientation, disability or political affiliation.
- Ability to communicate effectively with the public and to a variety of audiences.
- Ability to work in a team oriented environment that is frequently changing environment.
- Ability to work under stress during company crisis or disaster situations.
- Ability to provide and support the HSBC vision and direction.
- Ability to work varied hours/days, including nights, weekends, and holidays, as needed.

PHYSICAL DEMANDS

- Must be able to work four (4), ten (10) hour work days.
- While performing the duties of this Job, the employee is regularly required to stand for long periods of time.
- While performing the duties of this Job, the employee must be able to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear for extended period of times.
- The employee must occasionally lift and/or move up to 50 pounds.
- The employee must be able to utilize phone system, calculator, cash register, copier, scanner, desktop PC and related peripheral computer equipment.
- Specific vision abilities required by this Job include close vision and the ability to adjust focus.
- The employee will occasionally be required to drive company van for transports and offsite mobile adoptions.
- While performing the duties of this Job, the employee will be required to handle, restrain, lift and have contact with a variety of animals.
- While performing the duties of this Job, the employee is regularly exposed to and comes in close contact with a variety of animals; therefore, the employee cannot be allergic to these animals.
- While performing the duties of this Job, the employee must be able to bend and use legs, arm and back muscles without discomfort.
- The employee is required to adhere to company personal appearance policy and wear supplied uniform shirts/jackets when required.
- The employee may be required to work extended hours during an animal transport, company-defined crisis or disaster situation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly exposed to a variety of animals and susceptible to being bitten or scratched.
- Clerical aspects of job are performed in clinical setting; however, at the main facility the employee may also work in kennels.
cat areas, mobile unit, examination, training areas, and throughout the shelter and will have some exposure to wet or humid conditions (non-weather) while in the kennel areas.

- While performing the duties of this Job, the employee works closely with the medical team in a clinical and surgical environment.
- While performing the duties of this Job, work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases and cleaning agents.
- While performing the duties of this Job, the employee frequently positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.).
- Job will occasionally require work to be performed outdoors as a result of mobile adoptions and transports.
- The noise level in the work environment varies from moderate to high levels.

EDUCATION, EXPERIENCE, and TRAINING

- High school diploma or general education degree (GED) required.
- Veterinary Technician Certification (CVT) desirable but not required.
- Minimum of two years experience as veterinary technician or assistant preferred.
- Knowledge and understanding of animal breeds, characteristics and temperaments is preferred.
- Knowledge of proper pet care, pet first aid principles and CPR preferred.
- Must be computer literate and experience with Windows based software, MS Office products.
- Prior work experience in a non-profit environment preferred.
- Possession of a valid Florida driver’s license required.

Note: Management has the right to assign or reassign duties and responsibilities to this Job at any time. Critical features of this Job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position. This job description does not create an employment contract, implied or otherwise, other than an "at will" relationship.

I HEREBY ACKNOWLEDGE THIS FORM HAS BEEN PRESENTED TO ME BY MY SUPERVISOR AND I HAVE READ AND UNDERSTAND THE DUTIES OF MY POSITION:

EMPLOYEE:
Print Name: ___________________________ Date: ___________________________
Signature: ___________________________

SUPERVISOR:
Print Name: ___________________________ Date: ___________________________
Signature: ___________________________