



ANIMAL **EMERGENCY** CARE

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## Hospitality Veterinarian Assistant

*Treatment Department*

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Employee Name:

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Hire Date:

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*Effective Date: June 3, 2024*

## JOB DESCRIPTION

### HOSPITALITY VETERINARIAN ASSISTANT

#### POSITION OVERVIEW

The Hospitality Veterinarian Assistant is one of the veterinarian's primary medical supporters. They begin assisting during the examination and continue to assist the doctor throughout the diagnosis and treatment phases of care. These team members help veterinarians achieve greater efficiency by relieving them of some technical work and administrative detail. This team also plays a very significant role in educating clients about their pets. All AEC job descriptions are living documents which will be continually edited and updated to best reflect the requirements and duties of the position they detail.

#### QUALIFICATIONS

##### AGE REQUIREMENT

Minimum age requirement is 18 years old.

##### EDUCATION REQUIREMENTS

- High school diploma or equivalent
- Veterinary medication clerk license

##### PERSONAL REQUIREMENTS

- Genuinely enjoys working with animals and is capable of caring for them even when they are stressed, ill, or in pain.
- Must be available to work weekends and holidays to be considered for a Hospitality Veterinarian Assistant position.
- **Physical Effort:** Work requires moderate physical effort, including moving animals and equipment (assistance available as needed), walking or standing for extended periods of time, and frequently working in a bent or squatting position.
- **Working Conditions:** May be exposed to unpleasant odors, noises (including barking dogs), and animal feces. May be exposed to bites, scratches, and contagious diseases. May be exposed to chemicals and medications necessitating the use of personal protective equipment. May be exposed to inclement weather while assisting patients and clients outside of the hospital.

#### PREFERRED SKILLS

- Enrollment in or completion of an AVMA accredited veterinary technician program

#### WAGE AND BENEFITS

Please reference open job advertisements for the current salary range.

Benefits are outlined in the employee manual and are separate from the hourly wage.

Hospitality Veterinarian Assistants are offered the opportunity to complete a certified veterinary assistant program and subsequently, an AVMA accredited veterinary technician program. Employees may transition into other roles in the hospital upon completion of a regimented training program and satisfaction of position requirements.

#### ORGANIZATION EXPECTATIONS

AEC employees commit to uphold and embrace the AEC core values of **Empathy and Compassion, Efficiency, Integrity and Personal Accountability, Change and Innovation, Openness and Trust, Valuing People and Their Ideas, and Excellence.** Organization expectations for all team members are explored in greater detail in AEC's Key Performance Indicators documentation, available upon request.

- Puts the welfare of the patient first, providing patient and compassionate care.
- Engages with clients and team members with empathy and compassion, prioritizing treating all individuals in the hospital with respect.

- Manages time effectively.
- Able to stay calm and objective even in stressful situations.
- Communicates kindly and professionally both with the team and with clients.
- Maintains an attitude of flexibility and adaptability
- Open to new information, ideas, and perspectives.
- Provides feedback to teammates constructively and kindly.
- Can follow and commit to a regular schedule.
- Takes an active role in their continued professional development and skill growth and participates in the training and mentoring of their teammates when proficient in a particular skill.

## POSITION RESPONSIBILITIES

### Patient Care Duties

- Receives animals to be admitted, maintaining responsibility for their proper identification and for recording their respective locations.
- Releases animals to their owners as directed by the veterinarian; ensures that every patient is clean prior to their release.
- Prepares and distributes food as prescribed and maintains record of patient appetite and dietary behavior.
- Maintains cleanliness of litter boxes and food/water bowls.
- Maintains working knowledge of and operates within protocols informed by applicable medical conditions when walking animals.
- Collects urine and fecal specimens as directed.
- Reports any observation of unusual condition or abnormal behavior in patients to the team.
- Assists the medical team with the administration of medications or with patient restraint as requested.
- Employs knowledge of safe and appropriate restraint techniques when handling animals, especially when patients are large or fractious.

### Janitorial Duties

- Completes daily, weekly, and monthly task lists to maintain the cleanliness and overall appearance of the hospital and hospital equipment.
- Cleans and sanitizes all cages, runs, wards, and related areas. Prepares kennels to provide a safe, clean, and comfortable environment for each patient.
- Maintains laundry for the hospital with respect to the procedures concerning surgical, contagious, and non-contagious patients.
- Maintains the janitorial needs of the property. Janitorial duties include sweeping, mopping, vacuuming, emptying trashes and recycling, disinfecting flat surfaces (countertops and workspaces), general tidying, and other duties as outlined in the aforementioned task lists.
- Maintains functional knowledge of the safe and appropriate application of chemicals and cleaning supplies used in the hospital.
- Cleans, prepares, and sterilizes all instruments used by the medical departments.
- Assists with maintenance of veterinary equipment as directed by coordinators.

### Maintenance

- Operates and maintains the autoclave.
- Maintains and troubleshoots office equipment including computers, telephones, copiers, and fax machines.
- Properly cares for all surgical materials; keeps the operating room properly stocked and prepared for surgery.
- Appropriately calibrates and cares for IV and syringe pumps.

### Client Support

- Greets clients with poise and natural ease.
- Creates a connection with clients during interactions through active listening and compassionate communication.
- Triage client concerns over the phone and in-person and effectively advises the client on the urgency of their concern.
- Helps clients access information to assist in making educated decisions regarding pet care.
- Confidently explains necessary follow-up and homecare instructions.

### Finance

- Prepares client invoices for services performed.
- Accurately processes financial transactions on all platforms.
- Maintains a thorough understanding of hospital payment policies that allows for confidence in constructively explaining estimates and treatment plans.

#### Technical

- Receives and relays telephone, fax, and email messages accurately and promptly.
- Answers telephones using a multi-line system, communicating quickly, efficiently, and in a professional and friendly manner.
- Accurately enters and updates client and patient information into practice computer software.
- Has computer literacy and prioritizes accuracy in inputting details.
- Admits patients and handle medical records entries accurately and according to hospital procedure.
- Prepares immunization certificates and euthanasia certificates.
- Facilitates client/patient transfers.
- Records patient assessment observations legibly in files or computer.
- Maintains appropriate inventory of all medical supplies as determined by the inventory control system (Cubex).
- Documents lab test results and ensures that all test results are appropriately recorded in patient records.

#### Medical

- Understands basic medical terminology and abbreviations.
- Feels confident answering client inquiries about basic animal care and routine hospital procedures.
- Answers client medical questions with confidence and directs to veterinarians when appropriate.
- Performs physical assessments.
- Understands all common vaccinations and vaccination protocols.
- Gives subcutaneous (SQ) and intramuscular (IM) of non-controlled substances.
- Administers subcutaneous fluids.
- Understands usage, dosage, and common side-effects for commonly used prescription drugs and readily explains this information to clients.
- Performs clinical laboratory procedures such as fecal flotation exams and urinalysis; draws blood for laboratory analysis.
- Effectively positions patients for and takes radiographs.
- Properly places and cares for IV euthanasia catheters.
- Understands evidence of the progression of disease and the decompensation of patients.
- Prepares patients for, assists veterinarians with ultrasonic imaging.

Hospitality Veterinarian Assistant position responsibilities are informed by technical skill levels 1-10. The complete scope of an individual Hospitality Veterinarian Assistant's job responsibilities is reflected in the technical skill level set at which they are currently considered proficient. This scope is cumulative and is inclusive of all skills defined in prior skill levels. Please refer to the Technical Skill Levels document for all medical support departments as necessary.