



ANIMAL **EMERGENCY** CARE

Hospitality Veterinary Technician Assistant

Hospitality Department

Employee Name:

Hire Date:

Effective Date: June 3, 2024

JOB DESCRIPTION

HOSPITALITY VETERINARY TECHNICIAN ASSISTANT

POSITION OVERVIEW

Hospitality Veterinary Technician Assistants are responsible for proper husbandry care of all hospitalized animals, including feeding, facilitating eliminations, and record keeping. The hospitality team maintains the cleanliness and appearance of the hospital. Members of this department may also provide assistance to the treatment department by properly restraining patients for minor procedures and to the veterinary advocates by admitting and discharging patients within the hospital. 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

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 Veterinary Technician 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

- Experience in an animal care profession

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 Veterinary Technician Assistants are offered the opportunity to complete a certified veterinary assistant program and 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.

Hospitality Veterinary Technician Assistant position responsibilities are informed by technical skill levels 1-3. The complete scope of an individual Hospitality Veterinary Technician 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.