



# Veterinary Assistant Job Description

**Reports to:** Lead Technician and/or Practice Manager

## SUMMARY

The Veterinary Assistant position is designed to assist technicians and doctors in providing high quality veterinary services to our patients and clients in a positive, friendly, and professional manner.

Assistants are responsible for the day-to-day care of patients in the clinic. Assistants may also be responsible for helping with reception and scheduling appointments. Duties include, but are not limited to feeding, watering, cleaning, walking, bathing, and monitoring the well-being of dogs and cats in addition to providing superior client service and accurate record keeping. Assistants must have sufficient physical strength, mobility, and stamina to lift and or move heavy pets and objects, the dexterity and confidence to administer medications, and the ability to monitor pets for signs of distress or disease. It is essential that they have the willingness to learn and the desire to provide gentle, compassionate care for pets in the hospital and superior customer service to our clients. Experience is not always a prerequisite for this position, though highly desired.

## BASIC REQUIREMENTS

- Must treat all animals with care and respect.
- Be able to work comfortably with both canine and felines.
- Learn and demonstrate common handling and restraining techniques.
- Be a team-player and self-motivated.
- Follow any directions given and ask appropriate questions to ensure understanding.
- Keep pets, kennels, and all working areas clean.
- Be able to demonstrate excellent customer service etiquette with clients.
- Have superior attention to detail to maintain accurate and complete records and notes.
- Dependable attendance is required; must be willing to work rotating Saturdays.

## PHYSICAL SKILLS REQUIRED

- Any allergies to animals must be controllable by medication.
- Must be able to lift 40 pounds.
- Can walk, bend, stand and reach frequently during any length of shift.
- Visual acuity sufficient to recognize people, patients and understand written directions.
- Ability to speak and hear sufficiently to understand and give information.

## GENERAL KNOWLEDGE AND TASKS

- Know the range of services the facility provides and the species it sees.
- Be reasonably familiar with animal breeds and coat colors.
- Follow OSHA standards. Be able to find Material Safety Data Sheets quickly.
- Have basic knowledge regarding the most common zoonotic and infectious diseases including their prevention and steps to reduce or eliminate transmission.
- Always be in position and prepared to work by the start of each scheduled shift.
- Maintain accurate personal timecards.
- Maintain a professional appearance while at work including clean clothes.

- Present an even, friendly demeanor while on the job.
- Perform job tasks efficiently.
- Handle stress and pressure with poise and tact.
- Always show respect for clients, team members, and animals.
- Engage in productive work during slow periods.
- Assist other employees as needed.
- Participate in your performance appraisal.
- Participate in all staff and training meetings.
- Be willing and able to learn new skills, techniques, and information from other staff members.
- Be able to teach/train new staff members.
- Maintain constant vigilance regarding open doorways that could allow pets to escape from the facility.
- Maintain strict confidentiality regarding clients and pets for which the practice provides services.
- Follow established facility closure procedures to ensure the security and safety of any boarders and the building.

#### CLIENT INTERACTION & CUSTOMER SERVICE

- Cordially greet incoming clients and patients, addressing each by name.
- Obtain and record updated contact information from clients to ensure that they, or someone, can be reached as needed.
- Ensure that all necessary client paperwork has been completed.
- Make sure all dogs are leashed and cats, small dogs or other small pets are caged during the arrival and departure processes.
- Note specific instructions from clients clearly and completely.
- Handle displeased or difficult clients in a calm, compassionate and reassuring manner. Investigate any disputes and make a first attempt at a resolution. Know resources and who to contact to handle unresolved issues in a timely manner.
- Help discharge pets from facility. Provide clients with summary evaluations of their pets' stay if appropriate.
- Assist clients to car with belongings and pets if needed.
- Call clients with updates, questions, or concerns as needed.

#### OFFICE TASKS AND RESPONSIBILITIES

- Be able to find client and pet information in computer system.
- Read, understand, and add notes as needed in pet's computer record.
- Notice and follow all client and patient "Alerts" noted in record.
- Navigate computer records efficiently and accurately. Know how to read patient history, reminders, and basic accounting information.
- Ensure all paperwork is complete and accurate upon pet check-in. Know where to find necessary forms, what information is needed and what to do with completed forms.
- Efficiently and accurately enter charges and process payments. Make any necessary changes or corrections to account prior to check out.
- Handle telephone calls in a prompt, courteous, and professional manner.

## MEADOW VIEW VETERINARY CLINIC | STEWARTVILLE ANIMAL CLINIC | BYRON PET CLINIC

- Schedule appointments over the telephone and/or in person accurately. Record all necessary correspondence including dates, times, where to obtain records and any other pertinent information.
- Prepare paperwork and any other necessary information or documents for arriving or departing patients.
- Perform variety of other clerical and office duties such as reminder calls, e-mail correspondence and document scanning, filing and organizing. Be able to operate general office equipment and software including fax machine, scanner, copier, printers and windows-based computer programs.

### CLEANING AND MAINTENANCE RESPONSIBILITIES

- Stock supplies as needed.
- Keep kennels and all areas indoor and outdoor clean, orderly, and free of odors and excrement.
- Basic janitorial care of facility.
- Know all the cleaning products used including their safe handling and proper use.
- Ensure safe walkways during inclement weather; remove ice/snow from walkways and place salt or sand on walkways as needed.
- Gather garbage and place it in designated receptacles.
- Bring malfunctions or disrepairs to the manager's attention.
- Report low inventory of supplies to proper ordering personnel.
- Wash and disinfect food and water bowls as needed during a pets' stay or after use.
- Monitor pets and kennels/cages for urine, feces, vomit, and blood. When noted clean it up immediately. Report incidents as needed.
- Follow procedures for cleaning and disinfecting cages and runs.
- Wash, dry and store bedding and towels after use; all should be in good repair.
- Understand and follow daily, weekly, and monthly cleaning sheets as applicable.

### ANIMAL-RELATED RESPONSIBILITIES

- Handle all animals in a kind and gentle manner using established handling protocols.
- Know how and when to properly use and apply restraining tools such as Gentle Leaders, harnesses, collars, muzzles, and leashes.
- Handle cats using proper handling techniques.
- Feed patients and boarding animals as scheduled or otherwise directed by DVM or owner.
- Ensure the comfort and cleanliness of all pets.
- Clean or bathe pets immediately that become soiled with feces or urine.
- Correctly administer medications (pills, drops, ointments, fluids, insulin, etc.) and vaccines as directed by a doctor or technician.
- Monitor and provide care to patients as directed by a doctor or technician.
- Collect and process laboratory samples as directed by doctor or technician. Ensure proper handling and storage of specimens.
- Anything else as directed or requested by a doctor or technician with proper supervision by a doctor or technician.

## WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to the hazards of aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches, and animal wastes; possible exposure to contagious diseases.

## ACKNOWLEDGEMENT

I have read and received a copy of this job description; I understand the qualifications and requirements for the position of Veterinary Assistant at Meadow View Veterinary Clinic, LLC. By signing below, I testify that I have the qualifications and can perform the physical tasks described in the job description. Furthermore, I believe that I have the knowledge, experience, and aptitude to learn and proficiently perform every task listed in the job description.

I understand this job description does not necessarily list all the functions or accountabilities of the job. Employee(s) may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.

Lastly, I understand that the signing of this job description does not in any way create or constitute an employee contract or change my "at will" employment status under Minnesota laws.

---

Employee Name - Printed

---

Employee Signature

---

Date