**JOB DESCRIPTION**

**Job Title:**                        Registered Veterinary Technician / Veterinary Technician/ Assistant *(non-exempt)*

**Job Relationships:**Reports to Clinic Operations Manager, with medical supervision from veterinarians; provides guidance to kennel staff and volunteers.

**Duties and Responsibilities:**

Patient Care:

* Assist Front Office with intake as well as discharge processes;
* Triage all patients as they are checked in, report health concerns to attending veterinarian;
* Provide excellent patient care throughout entire surgical process, from intake to discharge;
* Assist veterinarians in surgery;
* Assist veterinarians in wellness;
* Calculate and administer anesthesia to all surgical patients per anesthetic protocol;
* Maintain all necessary drug logs and patient records;
* Stay current in knowledge of emergency drugs and protocol;
* Administer animal vaccinations, tests, medications and treatments as directed;
* Cleaning and disinfecting of work areas;
* Ordering, stocking and maintenance of supplies;
* Manage data entry into database (currently Clinic HQ);
* Provide evening and weekend client support through the Emergency Phone (on a rotational basis);
* Other duties as requested and necessary for efficient functioning of the clinic.

General Supervision and Client Services:

* Effectively “team lead,” displaying a positive attitude and acting as a motivating force for all staff members;
* Monitor and offer guidance all kennel personnel and volunteers related to medical activities;
* Report employee or client problems to Clinic Operations Manager;
* Provide in-person and telephone client services and answer questions;
* Actively promote spay and neuter, and educate clients on responsible animal ownership;
* Actively support associate staff and volunteers; promote the development of skills related to the advancement of our goals and mission;
* Represent Humane Fort Wayne in a professional and courteous manner at all times. Provide quality service to clients, volunteers, and staff, recognizing their individual contributions to the success of our organization;
* Participate on committees and special projects as assigned.

**Education and Qualifications:**

* Maintain an Indiana Registered Veterinary Technician certification, or comparable work experience;
* Working knowledge of Microsoft Word and Excel;
* Familiarity with Humane Alliance methods and protocols;
* Complete annual CE (continuing education) as requested.

Client Education

* Must be able to learn basic veterinary medical concepts including but not limited to:
	+ - Vaccine protocols and anesthetic risks
		- Post operative instructions and care
		- Wellness and preventative care
* Must also be able to communicate basic veterinary concepts to owners and be able to

 repeat information relayed by a veterinarian;

* Will be required to assist the public on a daily basis in a professional manner.

 Animal Handling

* Handle (on average) 75 dogs and cats per day;
* Must be able to learn characteristics of animal behavior (for example: be able to identify aggressive or fearful behavior);
* Must be able to use appropriate safety equipment for fractious or feral animals (will train) – the use of safety equipment is mandatory;
* Must possess excellent reflexes;
* Must be able to identify own limitations and be willing to ask for help;
* Must become proficient at animal restraint for various procedures.

Physical Requirements

* Must be able to work standing or sitting for 8 or more hours;
* Must be able to lift and carry up to 50 pounds repeatedly throughout the day with assistance;
* Must be able to bend and kneel repeatedly ;
* Must have good hearing including ability to distinguish changes in pitch;
* Must have reasonable degree of agility to move through tightly cramped areas in various situations;
* Must have acceptable sense of touch and smell;
* Must have good range of motion in joints especially wrist, knees, elbows;
* Must have good range of motion in your back for instance twisting;
* Must be able to work in potentially extreme environmental temperatures;
* Must have acceptable sense of balance;
* Must be able to work and reach on hands and knees;
* Must be able to use a ladder and or step stool;
* Must possess excellent hand-eye coordination;
* Must possess an acceptable degree of dexterity in hands and fingers;
* Must have good vision including peripheral vision, fine detail, distance, depth perception and ability to

 focus;

Emotional/Mental Requirements

* Must be able to work under stressful conditions and work efficiently and effectively under those conditions;
* Must be able to respond quickly to a variety of medical situations (with training);
* Must be able to cope with death either due to surgical complication or euthanasia;
* Ability to rapidly and accurately process information and arrive at sound decisions;
* Ability to delegate tasks in an appropriate manner;
* Ability to recognize a need for assistance and ask for help;
* Ability to control instinct (for example: while restraining it is most often required to tighten grip and NOT release the animal when they begin to struggle);
* Ability to make difficult decisions;
* Ability to cope with frustrating situations and remain calm.

Potential and Prolonged Exposures

* Prolonged exposure to various aqueous solutions including but not limited to dish soap, chlorhexidine and spectra soap;
* Prolonged exposure to isopropanol, hydrogen peroxide;
* Potential exposure to formalin solution;
* Potential/Prolonged exposure to isofluorane gas;
* Prolonged exposure to quartenary ammonium cleaners and bleach;
* Prolonged exposure to pressurized steam;
* Potential exposure to sharps including needles and surgical blades.