



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 quaternary ammonium cleaners and bleach;
- Prolonged exposure to pressurized steam;
- Potential exposure to sharps including needles and surgical blades.