



Job Description – Veterinary Assistant

Starting salary range: \$13.00 - 16.00 per hour plus benefits

General Summary of Duties: The Veterinary Assistant supports the veterinarians and veterinary technicians in providing high-quality patient care and excellent client service. The Veterinary Assistant is responsible for obtaining baseline medical information, performing routine procedures, assisting with surgery, and providing any other medical support as deemed necessary by the veterinarian.

Job Duties and Responsibilities:

- *Follows time clock procedures for clocking in and out at the start and end of each shift
- *Reports to work on time for each shift
- *Ensures the treatment area and hospital as a whole is clean and tidy, maintaining a professional appearance at all times. Ensures treatment area and hospital is safe and orderly at all times. Performs necessary duties as required
- *Assists veterinary technicians and veterinarians with patient care including proper restraint, administering medications and food/water, cleaning out kennels, and monitoring/documenting patient behaviors. May also assist in special projects as assigned by veterinary technicians or veterinarians
- *Escalates any patient health concerns or changes to a veterinary technician or veterinarian immediately
- *Reviews patient records and greets the client and patient; helps ensure an orderly transition from the reception area to the exam room/treatment area
- *Acts as a liaison between the veterinarian and the client. Responsible for tasks such as client follow-up phone calls, etc.
- *Explains all services, procedures, and treatments in a clear and accurate manner to pet owners
- *Supports veterinarian recommendations and provides client education and educational materials as needed
- *Updates patient files in a timely and accurate fashion to allow for an efficient check-out process; notes any recommended products and/or services in the chart and communicates these with reception
- *Obtains and records baseline medical information
- *Performs cursory examinations including assessment of eyes, ears, and teeth
- *Completes routine procedures such as nail trims, ear cleaning, and anal gland expression
- *Collects blood samples and runs diagnostic tests

- *Obtains necessary cytology samples for ear swabs and skin scrapings
- *Collects fecal / urine samples
- *Completes and submits all laboratory samples and paperwork
- *Obtains and processes radiographs utilizing the correct protective garments, labeling, positioning, and exposure
- *Cleans and maintains surgical packs, autoclaves daily
- *Maintains exam and surgical equipment
- *Prepares discharge instructions
- *Performs laundry duties including washing, drying, and storing towels, bedding, etc.
- *Assists with unloading of inventory and maintains inventory stock throughout the hospital (including but not limited to exam rooms, treatment area, surgery, and stockroom)

Job Expectations:

- *Must possess strong client service and interpersonal skills, including proper telephone etiquette
- *Must be proficient in patient restraint techniques
- *Must possess basic computer skills (Microsoft Office, email, and Cornerstone software experience preferred) as well as strong typing skills
- *Must be professional and courteous, displaying a positive attitude at all times
- *Must have an ability to be flexible and a willingness to learn
- *Must have attention to detail and display strong time management / organizational skills
- *Must adhere to hospital procedures and protocols
- *Must work well in a team environment
- *Must be able to remain calm under pressure
- *Must be a self-starter and able to work with minimal supervision
- *Must be able to stand for long periods of time and be able to perform moderate to heavy lifting

Education/Experience:

- *High school degree; Bachelor's degree a plus
- *Prior veterinary experience is preferred but is not required

Equal Employment Opportunity It is the policy of the company to afford equal opportunities to all applicants and employees regardless of race, color, religion, sex, national origin, age, non-disqualifying disability or status as a disabled or Vietnam-era veteran.