



WASHINGTON HEIGHTS
VETERINARY CLINIC

JOB DESCRIPTION: VETERINARY TECHNICIAN

POSITION SUMMARY

The Veterinary Technician works hand-in-hand with veterinarians to ensure quality patient care, and to aid the doctors in achieving greater efficiency by relieving them of technical work.

The Veterinary Technician assists in multiple procedures providing care for animals including physical examinations, dental procedures, surgeries, immunizations, euthanasia as well as client education, marketing and inventory maintenance. Technicians may also see their own appointments for procedures such as suture removal, nail trim, vaccine administration when a doctor exam is not required, labwork, surgery admission and discharge, and boarding entrance exams. This position requires a working knowledge of pharmaceutical drugs, common diseases; their symptoms, means of transmission, treatment and prevention, and other basic preventative health care recommendations. This is an overview of the position and the job responsibilities listed do not encompass the entire position. The Veterinary Technician is under the direct guidance and supervision of the Lead Veterinary Technician and Veterinarians.

PRIMARY JOB RESPONSIBILITIES

Technical: 65%

- Assist veterinarians with veterinary medicine and surgery in any appropriate capacity
- Obtain and record patient histories, vital signs, and weights
- Perform in-hospital lab testing and prepare specimens for reference labs
- Dispense and administer medications, vaccines, serums and treatments as prescribed by veterinarians.
- Administer fluids and blood products as prescribed by the veterinarian; use and maintain IV pump.
- Administer and monitor anesthesia under the direction of a veterinarian.
- Provide specialized nursing care for injured or ill animals.
- Prepare patients, instruments and equipment for surgery; clean, maintain and sterilize instruments, equipment, and materials.
- Assure that monitoring and support equipment such as anesthetic machines, cardiac monitors, scopes and breathing apparatus are in good working condition.
- Communicate with and educate owners in a compassionate, tactful, professional manner
- Take radiographs – processes rads, demonstrates proper positioning techniques
- Maintain knowledge of preventative healthcare recommendations in order to answer client questions, provide education on vaccines, flea and heartworm products, and assist in marketing veterinary services from which their pet would benefit, such as a dental cleaning, senior wellness, spay and neuter procedures, and boarding.
- Educate clients on products and medications sold including dietary products and answer questions regarding product purchase/use.
- Perform client callbacks
- Assist kennel staff
- Maintain legally defensible medical records in cooperation with veterinarians

- Maintain inventory of pharmaceuticals, equipment and supplies
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform other duties as assigned.

Technical - Lab:

- Collect specimens and perform routine laboratory procedures and tests in hematology, biochemistry, chemistry, microbiology, urinalysis, and serology to assist in the diagnosis and treatment of animal health problems
- Assist in diagnostic, medical and surgical procedures using a range of high-tech diagnostic equipment including electrocardiographic, radiographic and ultrasonographic equipment.
- Report diagnostic testing to veterinarians
- Maintain quality controls and record keeping on in-house lab equipment
- Complete proper sample preparation and paperwork for reference lab tests
- Fill prescriptions per veterinarians' instructions; double-check for accuracy; have another employee sign (two signatures on each prescription that leaves our hospital)

Technical - Surgery

- Admit patients scheduled for anesthetic procedures
- Keep surgical materials stocked; prepare gown and surgical packs or oversee this process
- Check oxygen lines and waste gas scavenger system; turn off scavenger system after surgical procedures are completed
- Prepare surgery suite for surgery in collaboration with surgery assistant
- Prepare instruments; know type of surgical instruments required for specific surgeries
- Perform induction/intubation and all pre-anesthetic procedures, including patient prep
- Monitor patients post-operatively
- Clean surgery suite and instruments following hospital sterilization protocols
- Keep accurate anesthesia/surgical medical records;
- Accurately calculate and record all medications and injections administered
- Ensure all surgery patients go home well-groomed and in an appropriate medical state

Technical - Dentistry

- Clean, scale, and polish teeth using dental equipment and hand instruments
- Perform fluoride treatments
- Record dental problems in record and report to veterinarian
- Assist veterinarians with performing oral extractions or other dental procedures
- Take before & after photos to be sent to client
- Text client via ipad app when patient has woken up from surgery to advise the veterinarian will contact them soon but all went well
- Take dental radiographs for each tooth on each patient

Technical - Medical Records

- Update medical records as needed
- Communicate with doctors and technicians through notations in medical records
- Record necessary (highlighted) information for hospitalized patients

- Create estimates/treatment plans and communicate them effectively and thoroughly, with confidence, to clients

Housekeeping Duties: 10%

- Maintain cleanliness of exam rooms, surgery suite, treatment area; all surfaces
- Maintain equipment cleanliness and longevity by vacuuming pet hair from wheels and equipment
- Keep food and drinks out of treatment area and surgery suite; any place not permitted by OSHA
- Discard syringes, vials, containers in appropriate containers

Administrative Duties: 20%

Inventory

- Log controlled drugs
- Assist with inventory physical count
- Know how to use inventory module in Cornerstone
- Unpack deliveries, reconcile against packing slip, restock supplies

Safety

- Follow OSHA requirements
- Follow practice's health and safety protocols
- Maintain SDS manual and follow proper protocols
- Be knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA; ensure everyone is in compliance; inform Lead Veterinary Technician or Practice Manager of any regulatory issues

Administrative

- Be proficient in using Cornerstone
- Assist CSRs when they need help
- Attend staff and department meetings

Professional Growth Duties: 3%

- Attend continuing education for technicians, minimum of 10 hours annually
- Network with technicians from other practices
- Read veterinary and technician journals
- Belong to professional associations or forums

CONTROLS OVER WORK

The Veterinary Technician works under the direct supervision of the Lead Veterinary Technician who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor. Completed work is reviewed for technical accuracy and compliance with established procedures.

Reports to: Lead Veterinary Technician

REQUIRED EDUCATION, SKILLS, AND KNOWLEDGE

Education

- High school diploma or equivalent
- Prefer Associate's degree in applied science, veterinary technology, but will consider at least 3 years of experience in lieu of degree.

Skills

- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to assist veterinarians in the practice of medicine and surgery
- Ability to remain calm in the face of various types of pressure, not allowing emotions to overwhelm attitude and/or performance
- Strong client skills, especially verbal and written communication
- Ability to foster positive work environment for colleagues

Knowledge

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of the procedures used for receiving, treating, and scheduling patients, for ordering medical supplies, and requesting laboratory tests.
- Knowledge of the use, care, and storage of veterinary instruments, materials, and equipment.
- Knowledge of sterilization techniques to sterilize various instruments and materials.
- Knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to make preparations and provide "tableside" assistance.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Knowledge of the hospital's policies and procedures outlined in manual, as well as those that are implied within reasonable expectation

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to handle or feel				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Smell			X	

The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amounts

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds				X
Up to 25 pounds				X
Up to 50 pounds				X
Up to 100 pounds		X (with assistance)		
More than 100 pounds		X (with assistance)		

* Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with 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.

ESSENTIAL FUNCTIONS:

- Receive, handle and treat patients with skill, compassion, ACCURACY, and care including: monitoring during anesthesia, administering fluids, assisting in diagnosing, surgery and general and specialized nursing care.
- Accurately perform laboratory tests.
- Accurately dispense and administer medications and vaccines.
- Input data into computer software system.
- Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Strong communication and client service skills. Considerable tact and diplomacy is required. Ability to work with clients and patients in a professional, friendly, hospitable manner.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Frequently lift, carry and handle dogs weighing 50 lbs.