

## **Animal Care Attendants Job Description**

Animal Care Attendants are responsible for the day-to-day care of medical boarding and Stay-the-Day pets. This includes feeding, watering, cleaning, walking, bathing, medicating and monitoring the well-being of dogs, cats and occasionally other companion animals. A love for animals and the ability to warmly welcome and care for a wide variety of pets is essential.

Animal Care Attendants must value the quality of care we provide at DTLAvets and communicate it clearly to clients. Attendants need excellent communication and client service skills in order to reassure nervous “pet parents” that their pets are well cared for at our practice. The Animal Care Attendant must remain professional and courteous to clients and co-workers while handling multiple tasks at once with many interruptions. Attendants must be able to empathize with clients and remain compassionate and well-mannered, even if a client becomes emotional or discourteous.

Animal Care Attendants must have sufficient physical strength, mobility and stamina to lift and/or move heavy pets and objects, the dexterity and confidence to handle and administer medications or bathe pets who may be scared or aggressive and the ability to monitor pets for signs of distress or disease. An essential part of the daily routine involves providing for the comfort of pets as well as the sanitation of the practice by maintaining the pet kennels, cages and premises in and around the practice.

### **Education Qualifications**

- Minimum high school degree or equivalent required.
- Ability to read and write legibly in English to communicate clearly both in person and over the telephone.
- Secondary language skills desired.
- Basic computer literacy, including typing, required. Experience with general office equipment and software such as Microsoft Windows, Word, and Excel desired.

### **Essential Qualifications**

- Must genuinely enjoy working with animals even when they are stressed, ill or in pain. Learn to calmly and safely restrain pets who may struggle, scratch or try to bite.
- General animal husbandry and/or specific veterinary experience is desirable.
- Must be able to physically hold and restrain patients for services who may resist, scratch or try to bite. This requires the emotional ability to remain calm and compassionate with animals who are reacting to fear and/or pain and the physical strength, dexterity and reflexes to keep the pet, themselves and veterinarians and staff safe.
- Perform physical duties include repetitive standing, walking, bending, twisting, and some lifting up to 50lbs. Must be able to grasp, hold and manipulate objects.
- Must be able to respond calmly and quickly to frequent auditory signals, warnings, or communication from other staff, animals or medical equipment. Employees should be able to work unaffected in an environment where dogs are barking loudly and continuously.
- Perform multiple tasks simultaneously in a fast-paced environment.
- Must be able to observe abnormal behaviors and physical problems in patients.
- Learn how to use the practice management software to enter services, medications, procedures and supplies into patient record.

## **Animal Care Attendant Duties**

### **Learning & Leadership**

- Smile, be professional, listen actively and convey concern and compassion to clients & patients.
  - Educate clients about common problems such as fleas, heartworm disease and preventatives, fecal tests and parasites, impacted anal glands, feline viral testing and prevention and common behavior problems such as house training, chewing, new kitten and new puppy protocols. etc.
  - Explain DTLAvets policy on vaccinations and spay/neuter recommendations.
  - Answer phones and follow proper DTLAvets telephone Standard Operating Procedure when requested.
- Conduct tours of the practice as requested. Before each tour, ensure that the facility is orderly and that staff and pets are prepared for tours.

### **Patient Care**

- Be familiar with animal body language.
- Be familiar with animal breeds and coat colors.
- Leash a dog and guide them safely among people and other animals outdoors or within the practice.
- Safely and humanely handle cats in/out of carriers and cages.
- Restrain pets humanely and safely during exams, treatments and procedures.
- Recognize symptoms associated with pet illnesses.
- Use practice management software to maintain and update patients' records.
- Administer oral, ear, eye and topical medication as directed to patients.
- Maintain properly secured and sanitary housing facilities for patients.
- Provide fresh food and clean water for patients within the guidelines of the treatment plan set by the veterinarian.
- Brush out and bathe patients.
- Perform nail trims, express anal glands, clean ears.
- Properly administer topical or oral flea preventative.

### **Cleaning and Stocking Duties**

- Assure that the practice and common outdoor areas are clean, orderly and odor free. Urine/stool to be cleaned immediately.
- Be familiar with the practice cleaning products, including their safe handling and proper use.
- Wash, dry and store laundry.
- Maintain a patient lost and found.
- Perform duties on the Daily ACA Checklist.
- Perform duties on weekly and monthly ACA Cleaning Checklist.
- Manage inventory as assigned by supervisor.

### **Patient Admissions and Discharges**

- Assist clients to/from their cars if needed.
- Assist clients by holding doors. Help with rambunctious pets or children and carry things when needed.
- Assist clients with unruly or unrestrained pets. Recognize aggressive pets and isolate them as needed.
- Review and update client and patient files during patient admission. Assure special instructions given by the client are recorded and performed.
- Label and properly store food, toys or other belongs staying with the admitted pet.

- Assist in patient transportation during emergencies according to DTLAvets protocol.
- Recognize patients with contagious diseases (coughing dogs, sneezing cats, puppies with diarrhea) and follow DTLAvets isolation procedures.
- Assure patients and their belongings are clean prior to discharge.
- Provide clients with a summary of their pet's stay.
- Be familiar with the DTLAvets procedure for discharging a patient.
- Review any discharge instructions with owner when requested.

This job description is subject to addition, subtraction or revision by DTLAvets at any time.

Employees are expected to act in the best interest of the practice, even if doing so requires actions or responsibilities not specifically listed in the job description. This job description is subject to addition, subtraction or revision by DTLAvets as needed.

Worker Status for Payroll Overtime Considerations: Non-Exempt

I have read and understand the qualifications and requirements for the job for which I am applying at DTLAvets. By signing below I testify that I have the educational 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.

Should I ultimately become employed by DTLAvets, I understand that the signing of this job description does not in any way create or constitute an employment contract or change my "at will" employment status under California state law.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_