

General Job Requirements

- Read and comply with the policies of DTLAvets Employee Handbook and the DTLAvets Safety Handbook.
- Participate in initial and on-going training and performance reviews including cross-training as required to perform your job.
- Comply with DTLAvets confidentiality policy regarding clients, patients, medical and financial records as well as practice procedures, policies and protocols.
- Must be on-time to work your scheduled shift and log worked hours accurately. Tardiness and truancy are not condoned.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 8 hours per day. The shift does not end until all duties are completed for the day or until a veterinarian or the Manager dismisses the staff.
- Carry out all duties in a professional and courteous manner and remain respectful and polite in speech, tone and actions under all circumstances.
- Attend staff and team meetings. It is your responsibility to obtain the information from any missed meetings.
- Know how to use practice management software.
- Remain productive during “down” time by seeking additional duties.
- Learn and use veterinary medical language and abbreviations.
- Attend occasional continuing education opportunities as requested.
- Be willing to volunteer for various office management tasks or other duties that may be reasonably assigned from time to time.
- Be teachable and accept performance critiques positively as a means to learn and grow and remain flexible and willing to implement new or changing practice procedures.
- Assure patient safety by maintaining closed doorways at all times to prevent pets from escaping from the facility.
- Maintain a groomed, neat and professional appearance while at work, including a clean and unwrinkled uniform. Always wear your nametag.
- Carry out your duties in a calm and professional manner during emergencies and stressful situations so that the practice workflow is minimally impeded.
- All pets must be treated with kindness and respect at all times.
- Maintain the cleanliness and sanitary condition of the entire hospital. This includes our immediate public areas and entryway. Trash, urine, feces, blood, etc is to be cleaned and sanitized *immediately*.
- Maintain and project a positive attitude about the hospital, clients, patients and co-workers. Avoid gossiping, judging and making negative comments or participating in such discussions. Concerns should be discussed with the Manager. Instead of complaining about problems, strive to be part of the solution.