

Technician/Veterinarian Assistant Job Description

The Technician/Veterinarian Assistant's most important task is to anticipate and facilitate the needs of the clients, patients and the veterinarian. The assistant must be friendly and flexible in the face of varying expectations from clients and co-workers.

The Technician/Veterinarian Assistant will initiate the veterinarian's appointments in the exam room, educate clients, restrain pets, complete patient invoices, care for hospitalized patients and perform any number of other tasks. The Assistant's job is diverse and ever-changing according to the priority of the moment.

Technician/Veterinarian Assistants need to have a firm belief in the quality of care we provide at DTLAvets. It is important to understand and be able to convey the value of our services and recommendations to the clients.

Education Qualifications

Minimal high school degree or equivalence required.

Ability to read and write legibly in English and 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 is helpful.

Essential Qualifications

Must genuinely enjoy working with people and animals even when they are stressed, including animals who are ill or in pain. Calmly and safely restrain pets who may struggle, scratch or try to bite.

General animal husbandry and/or specific veterinary experience required.

Employees 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 or constantly.

Must be able to make independent, common-sense decisions and solve complex problems.

Perform multiple tasks simultaneously in a fast-paced environment.

Perform physical duties including repetitive standing, walking, bending, twisting and some lifting up to 50 pounds. Must be able to grasp, hold and manipulate objects.

Must be able to observe abnormal behaviors and physical problems in patients.

Be able to operate and maintain equipment pertinent to carrying out the Assistant's duties.

Learn how to use the practice management software.

Technician/Veterinarian Assistant Job Requirements

Learning & Leadership

Promote a positive attitude and demonstrate a commitment to the vision and mission of DTLAvets.

Make suggestions for how to improve practice protocols.

Exam Room Tasks & Client Education

Review the appointment schedule and prepare the exam room before each appointment.

Take an initial history, vitals signs and perform a specific mini-exam on each patient prior to the veterinarian's examination.

Advise the client of recommendations that the veterinarian is likely to make. Be able to explain and convey the value of these recommendations to the client.

Educate clients about common problems such as fleas, heartworm tests and preventatives, fecal tests and parasites, impacted anal glands, feline viral testing and prevention and common behavior problems such as house training, chewing, etc.
Teach clients to administer oral, eye and ear medications and to give subcutaneous injections or fluids.

Explain vaccinations, wellness care and spay/neuter recommendations.

Communicate the information in the new kitten and new puppy protocols.

Be vigilant of how long a client is waiting. Assist the veterinarian to time-manage each appointment thoroughly and efficiently.

Clean and disinfect the exam room after each patient.

Pharmacy Tasks

Understand common veterinary medical language and abbreviations.

Prepare, label and double-check prescriptions.

Be familiar with label and generic drug names (ie. Flagyl, metronidazole).

Keep inventory of all drugs, vaccines, pharmacy items.

Order from compounding pharmacies.

Patient Care

Assist the technician with hospitalized patient care and treatments. Note incidents on treatment sheets or charts.

Assess emergency situations and bring the pet to a veterinarian or technician immediately. Assure the client that the veterinarian will treat the pet and then speak with them as soon as possible.

Monitor changes in patients' conditions. Alert the technician or veterinarian to significant changes or when concerns arise with hospitalized patients.

Know common disease states and alert the technician or veterinarian when symptoms change or when concerns arise with hospitalized patients.

Assist the technician with outpatient care. Anticipate what the veterinarian will need for appointments and do everything you can to prepare and assist the doctor.

Be able to recognize and report signs and degrees of pain and discomfort.

Recognize patients with potentially contagious diseases and follow isolation procedures. Be familiar with zoonotic diseases.

Safely and humanely restrain patients.

Perform common outpatient treatments (i.e. nail trims, ear cleanings, anal gland expression, etc.)

Assist with humane euthanasia as requested.

Administer injectable, topical and oral medications to patients.

Update the medical record. Document all relevant conversations with clients (i.e. patient status updates, lab work results, etc.)

Diagnostic Procedures

Assist the technician with radiography. Adhere to radiographic safety standards.

Clean and maintain ultrasound and laboratory equipment.

Be familiar with common diagnostic equipment (i.e. ECG, BP, sPO2, IOP, i-Stat, AlphaTrak, refractometer, centrifuge, etc.)

Assist the technician with in-house diagnostics, including fecal direct/floats, blood smears, PCV/TP, urinalysis with sediments, fecal tests, skin/ear cytology, ELISA snap tests.

Complete forms and prepare samples for submission to outside laboratory.

Enter lab results in appropriate log.

Anesthesia & Surgical Assistance

Understand aseptic principles and apply them at all times to surgical patients, instruments, equipment and rooms.

Prepare and assist with procedures such as IV catheters, minor surgeries and other common procedures as directed.

Restrain patients for anesthetic inductions.

Assist the technician with monitoring anesthetized patients by observation/manual parameters and by use of vital signs equipment.

Knowledge and maintenance of standard surgical instruments.

Assist the technician in monitoring and assuring the safety of patients during post-operative recovery.

Operate and maintain autoclave.

Properly clean, prepare and sterilize surgical equipment.

Perform post-operative client update calls upon patient recovery.

Client Service Tasks

Learn and be able to efficiently use the telephone system.

Explain and answer questions about routine surgeries and proper surgery aftercare.

Assist the veterinarian with routine call-backs or to inquire about the progress of a previously treated pet.

Give progress reports on hospitalized or boarding patients as directed by the veterinarian.

Be able to communicate and enforce the practice's payment and Care Credit policies with poise and tact.

Explain the services contained in standard estimates and educate the client about the value of following the recommendations.

Management & Regulatory Tasks

Perform laboratory, treatment, pharmacy and exam room inventory maintenance as requested.

Receive deliveries. Check contents of deliveries against invoices and immediately note package shortages or damaged shipments as necessary. When applicable, ensure that the appropriate MSDS information is present in the MSDS Binder for every product received onto the premises.

Communicate with referral hospitals re: patients.

Ensure that working areas are stocked with medical supplies at all times.

Conduct tours of the practice. Before each tour, ensure that the facility is orderly and that staff and pets are prepared for tours.

Assist the technician with the maintenance of the controlled substance log, in accordance with the Drug Enforcement Agency and with California state law specifications.

Assist the technician with the maintenance of radiology log to comply with AAHA standards and/or California state law.

Maintain cleanliness and organization in the exam rooms, pharmacy, laboratory and treatment room.

Complete closing checklist for exam rooms, pharmacy and laboratory each day.

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: _____

