

DAKIN POSITION DESCRIPTION



TITLE: **VETERINARY TECHNICIAN –
SPAY/NEUTER CLINIC**

REPORTS TO: Spay/Neuter Clinic Manager
HOURS: Full-time, non-exempt position.

FUNCTION: Responsible for daily care of all clinic surgical patients, providing client services and education.

RESPONSIBILITIES:

Patient Care:

- Provides excellent patient care.
- Triage all patients as they are checked in. Reports health concerns to attending veterinarian.
- Calculates and administers anesthesia to all surgical patients per anesthetic protocol.
- Assists veterinarians in surgery.
- Maintains all necessary drug logs and patient records.
- Remains current in knowledge of emergency drugs and protocol.
- Administers animal vaccinations, tests, medications, and treatments as directed.
- May assist veterinary staff with euthanasia.

Customer Care:

- Serves as a representative of Dakin Humane Society to customers and assesses customer needs and support.
- Provides in-person and telephone client service.
- Resolves customer concerns as they relate to animal medical care.
- Actively promotes spay and neuter and share information with clients on responsible animal care.

Personnel:

- Provides direction to clinic assistants.
- Trains staff and provides ongoing feedback and guidance.
- Actively supports staff and volunteers and promotes the development of skills related to the advancement of our goals and mission.
- Reports employee or client problems to clinic manager.

Volunteer and Interns:

- Trains volunteers and interns and provides ongoing feedback and guidance.
- Actively supports volunteers and interns and promotes the development of skills related to the advancement of our goals and mission.

Other Responsibilities:

- Maintains medical inventory and supplies.

- Assures the safety of the Dakin workplace and actively monitors safety for staff, clients, and animals. Follows safety guidelines to ensure a safe work environment.
- Complies with Dakin personnel policies.
- Serves on appropriate committees, task forces and networks.
- Represents Dakin in a professional and courteous manner at all times.
- Provides quality service to customers, volunteers, donors, and staff recognizing their individual contribution to the success of our organization.
- Attends appropriate staff meetings.
- Performs other duties as assigned.
- Assists with the maintenance and upkeep of facilities and equipment.

POSITION REQUIREMENTS:

Education:

High school diploma or equivalent. Massachusetts certification as Veterinary Technician preferred.

Experience:

- At least 2 years experience in a veterinary setting, or equivalent technical position in an animal welfare agency.
- Technician-level knowledge of common veterinary medical practices for domestic animals, including preventative care and first aid. Shelter medicine experience helpful.
- Knowledge of basic domestic animal care and safe/humane animal handling.
- Knowledge of animal welfare issues a plus.
- Proficiency in Microsoft Office products.

Skills and Traits:

- The veterinary technician must agree with and be committed to the mission, policies, and goals of Dakin Humane Society.
- Must be energetic, team oriented, and quality improvement minded.
- Must be positive, flexible, and able to handle difficult and sensitive situations with diplomacy and discretion.
- Must understand and respect confidentiality, be assertive, able to think strategically, prioritize, focus and be customer-oriented.
- Must be able to see the spay/neuter clinic in its relationship to the agency as a whole and the community at large.
- Must have organizational and public and employee relations skills as well as excellent written and verbal communication skills.
- Must have demonstrated ability to work in a team environment and to provide team leadership.
- Must have strong analytical ability to make sound decisions.
- Must be at least 18 years of age.

Mental, Physical and Communication Demands:

- Must be available to work when and where needed by the organization. Must be willing to work irregular hours, weekends, and holidays.

- Requires reliable attendance.
- Must be self-motivated.
- Requires working under pressure with public audience.
- Requires patience and tact when working with difficult, emotional, or angry people.
- Requires sitting at a desk for periods of up to four hours without break when working on written reports or meetings.
- Requires computer proficiency in word processing, spreadsheets, email, and common databases.
- Requires handling people and animals in a pleasant, courteous and professional manner.
- Requires ability to work safely around unruly, vicious, sick, injured or dangerous animals.
- While performing this job the employee will regularly be required to use hands and arms to reach, grasp, and hold animals, supplies and other tools; to talk and speak clearly to clients and co-workers; and to hear questions and animals.
- This job requires a great deal of standing, walking, sitting, kneeling, crouching and general mobility throughout the day. It includes ability to lift, carry, and push animals and supplies not more than 50 lbs regularly throughout the workday, and cleaning of animal areas.
- This job requires working around and with chemical compounds (i.e., bleach, detergents, and disinfectants) used to clean and disinfect kennels, cages, and other surfaces.
- Requires the ability to work in an office environment with generally moderate, but occasionally loud, noise levels.
- While working with animals there is a risk of exposure to parasites and infectious diseases.
- Allergic conditions, which would be aggravated when handling or working with animals or cleaning supplies, may be a disqualification.

Signed and acknowledged: _____ Date: _____
Employee

Supervisor: _____

Last updated 11/10/14