



845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: Veterinary Assistant

REPORTS TO: Medical Operations Manager

GRADE LEVEL: Experienced

HOURS: Full Time or Part Time

BASIC DUTIES:

Responsible for assisting the Chief Medical Officer, Veterinarians and Veterinary Technician(s) with providing Wellness Clinic and Spay/Neuter services to clients of the Humane Society of Northeast Georgia (HSNEGA) and providing Animal Care duties (medicating/treatments or Isolation Ward duties) as scheduled. This position requires the candidate to handle, on average, 40-50 dogs/cats or more per day.

SCOPE OF POSITION:

Wellness Clinic

- Safely and humanely administer medications (via injection and orally), vaccinations (via injection and orally), screening tests (via blood draw) and microchips to public, owned animals within the scope of HSNEGA's standard operating procedures.
- Efficiently and kindly communicating with clients to obtain history, discuss wellness services, and care for their animal.
- Exceptional animal handling skills and confidence in the ability to handle aggressive animals safely.
- Maintain accurate and detailed medical records.
- Working knowledge of vaccinations, flea/heartworm prevention, and basic animal husbandry.

Animal Care

- Assist with animal intakes/surrenders in conjunction with the Animal Care and Enrichment (ACE) Manager on duty including administering vaccines, screening tests and other wellness services to intakes as needed.
- Assist with ensuring adoptable animals are being cared for, treated/medicated properly, and be constantly aware of the adoptable animals' conditions. Communicate staff/volunteer concerns regarding specific animals to appropriate senior clinical staff.
- In conjunction with ACE Manager, assist with administering care to animals in restricted areas as needed. Assist with transportation to outside veterinarians if needed and ensure treatment plan for sick animals is followed as specified by the Medical Director.
- As needed/scheduled, conduct daily adoptable animal care including feeding and cleaning/sanitation of kennels/equipment in a humane, effective, efficient and safe way.
- Assist with animal temperament assessments to promote successful adoptions, and develop behavior modification plans, when appropriate, for animals with undesirable behaviors.



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- Work with staff to ensure accurate records for all public animals as well as intakes/adoptable animals.

Surgery

- Exceptional animal handling skills and confidence in the ability to handle aggressive animals safely.
- Assist the Veterinarian with intake exams and morning medical set up
- Patient Prep; helping induce, clipping for surgery, surgical scrubbing, and other preparations as needed for surgery.
- Recovery; Recovery of a large number of animals recovering from anesthesia simultaneously, administering vaccinations, pain medication, and other postoperative services.
- Working knowledge of sterile operating room procedures

Customer Service

- Greets persons entering HSNEGA with friendly disposition, direct persons to correct destination/staff, and accurately answers questions from public and customers.
- Complies with and supports all HSNEGA policies, procedures, and protocols.
- Fields general inquiries from the public, always maintaining a calm, courteous and respectful manner.
- Assists the public with Wellness Clinic services offered through the Healthy Pet Clinic including check in/out and counseling on services provided.
- Assists with taking spay/neuter appointments, processing deposits, entering appointments into IDEXX, and assisting with check in/out.

Patient Intake/Dismissal

- Checks in patients during morning intakes with the assistance of other team members including explaining the surgery process to pet owners, and collecting required paperwork and ensuring it is properly completed.
- Oversee/assist with completion of paperwork for each day's clients/patients in conjunction with the CCSC and clinical staff.
- Assists with spay/neuter appointment setting and ensures correct record-keeping for all clients in IDEXX Neo.
- Participates in afternoon dismissal of patients with the assistance of other team members including explaining recovery instructions, collecting monies, and properly completing paperwork.
- Works closely with CCSC to ensure daily cash outs and money handling are done efficiently, honestly and on time. Adheres to all cash management Standard Operating Procedures (SOPs).

Administrative

- Assists with compiling and maintaining accurate files on all animals.
- Processes Healthy Pet Clinic clients including scheduling, data entry, and general administrative process and flow through.
- Answers multi-line phone system promptly and professionally, routing calls to the appropriate personnel and providing general information to the public as needed.



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- Checks organizational voice mail in a timely manner and distributes messages/forwarding calls as needed to the appropriate recipient.
- Enters and maintains proper documentation on all client and animal records. Provides accurate and thorough data entry and paperwork, including memos and addendums as needed.
- Checks daily for follow-ups on any pending issues.
- Assists with opening duties and closing duties, including daily financial reconciliation.

Other Duties

- Provide all clients with prompt, courteous, and professional service.
- Assist with transport of animals to/from Spay/Neuter Center as scheduled/needed.
- Monitor issues associated with the effective operation of HSNEGA; always advise the Animal Care Manager and Adoption Center Director of situations/happenings either complimentary or detrimental to HSNEGA or the animals.
- Flexible with scheduling and is available when away from the facility as needed to meet the needs of the organization.
- Strive to remain current on best practices in animal health and sheltering/kennel operations to ensure staff is performing duties accurately and HSNEGA is in compliance. Recommend and implement changes to ensure the optimal operation of the kennel areas.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in specific job description.
- Ability to multitask.

Physical Requirements and Work Environment

- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Must be able to successfully handle routine and difficult public contacts.
- Must be able to deal with an often fast paced and changing workload which at times can be stressful.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals and be able to tolerate noxious odors and high noise levels.
- Must be able to safely lift and carry up to 50 pounds repeatedly throughout the day with help.
- Must be able to work standing for 6 or more hours and be able to bend/kneel repeatedly and have reasonable degree of agility to move through tightly cramped areas in various situations.
- By nature of the industry, consistently exposed to animals/animal allergens under conditions with limited alternatives available. There also may be occasional exposure to dead, sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.

Qualifications

- High school or equivalent education; experience in a veterinary clinic, veterinary hospital, and/or animal shelter or control facility preferred but not required.
- Acquire and possess a thorough understanding of - and dedication to - animal welfare issues
- Highly motivated with a professional attitude



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- Good communications skills
- Must be able to work constructively within a team in a busy and intense environment.
- Must be able to respond quickly to a variety of medical situations and cope with urgent/frustrating situations and remain calm.
- Understand and support the values, philosophies, and policies of HSNEGA.
- Experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Ability to work with different software programs including MS Office and Pet Point.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- Ability to work independently and confidently using superior discretion and judgment.

Certificates, Licenses, Registrations

- Must possess a valid and unrestricted driver's license.