The Humane Society for Tacoma & Pierce County

JOB DESCRIPTION

**JOB TITLE:** Veterinary Technician Assistant (VTA)

**DEPARTMENT / CLASSIFICATION:** Veterinary Department

**REPORTS TO:** Veterinary Services Director & Head Veterinarian

**SUPERVISES:** None

**JOB SUMMARY:** The responsibilities of VTAs are to assist the technicians, doctors, and other shelter staff in all duties of the Veterinary Department. This position performs technical and routine animal care, restraint, surgical operations, and other related duties in the Veterinary Department. VTAs carry out daily assignments, follow through on matter using independent judgment and training to take appropriate action when dealing with standard recurring situations. VTAs must build positive, professional relations with team members and the public.

**ESSENTIAL DUTIES & FUNCTIONS:**

- Provide adequate food, water, and husbandry to designated shelter animals daily
- Clean animal kennels and cages in all areas of the veterinary department to the standards of the shelter
- Provide animal restraint to the standard of the shelter or ask for additional training to improve skill
- Administer medication as directed
- Monitor animals and immediately report health or behavior abnormalities to the supervisor
- Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment
- Perform animal bathing and basic grooming as needed
- Clean and sterilize surgical instruments
- Prepare surgical packs
- Assist the surgical doctor and technician, as a part of the surgical team, with pre-, peri-, and post-surgical animal care
- Create and maintain necessary animal records, perform data entry using proper medical terminology
- Follow established disease control protocols to daily clean, disinfect and maintain shelter kennels, cages, and general areas
- Operate laundry and cleaning equipment
- Restock veterinary areas with supplies and equipment
- Maintain equipment in working condition, report equipment or supply needs to the supervisor
- Maintain work and general areas in an organized manner
- Represent HSTPC well by providing excellent customer service
- Acknowledges, understands, and follow procedures and policies of the HSTPC
- Attend and participate in departmental and shelter meetings
- Attend educational venues as recommended or approved
- Work with all team members efficiently and respectfully to ensure a cooperative team environment across all departments
- Follow OSHA standards and be able to find Material Safety Data Sheets quickly
- Report any safety hazards or unsafe us of the HSTPC equipment to a safety committee and the supervisor immediately
- Obtain knowledge of essential shelter operations in all departments
- Performs other duties as assigned/required

**MINIMUM QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty well. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Available to work weekends, holiday shifts and overtime as needed
- Friendly, polite and professional manner
- Team player, able to work in a fast-paced environment, and multi-task
- The ability to deal with a diverse public on the telephone and in-person is required
- Communicate effectively orally and in writing
Excellent organizational skills
- Computer skills in a Windows environment preferred including Word, Excel, PowerPoint and Chameleon
- Must possess a valid and unrestricted Washington state driver’s license with a clean DMV record for the past three (3) years
- Must have the ability to multi-task, prioritize and handle high levels of stress
- Position requires excellent organizational skills, as well as a high degree of accuracy and attention to detail. Must be dependable, have proven ability to meet deadlines and follow detailed instructions without need of constant support.

**Education/Certification:**
- High school diploma or equivalent. Prefer the completion of a two or four-year accredited college or university with computer training or experience
- Computer skills in a Windows environment preferred including Word, Excel, PowerPoint and Chameleon

**Experience:**
- Any acceptable combination of education, training and/or experience in animal welfare and/or customer service helpful

**Knowledge, Skills, and Abilities**

**Knowledge of (B/basic; J/journey; E/expert):**
- Math skills (B)
- Speak, read, and write in the English language (E)

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<th>Skill and ability to:</th>
<th>Never</th>
<th>Seldom 1%-10%</th>
<th>Occasional 11%-33%</th>
<th>Frequent 34%-66%</th>
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