



Westfield Vet Group

POSITION: Out-Patient Technician

SHIFT: TBD

REPORTS TO: Client Services Manager

SUMMARY: Carries out all doctors' orders as requested. Responsible for tending to the needs of all the clinic patients in a fastidious manner adhering to the clinic schedule. Client communication and education is essential. Also responsible for maintaining excellent communication between the entire staff.

Duties will include but may not be limited to;

- Usher client and patient to exam room and take history.
- Apprise doctor of all relevant information for exam.
- Provide excellent customer care to ensure satisfaction.
- Communicate with front office staff.
- Perform animal restraint and grooming, i.e. nail trims, ears, anal gland expression.
- Keep exam room stocked and cleaned.
- Provide assistance to veterinarians and staff.
- Restrain patient for exam.
- Make follow up call backs per doctor's request.
- Make reminder calls to be sure patients are up to date on services.
- Preparation of medications to be given and procedures to be done.
- Provide medications and administration instructions to patients' owners.
- Communicate with in hospital staff about procedures and diagnostics needed.
- Administer oral, dermal, injectable medications and subcutaneous fluids.
- Bandage/suture placement and removal, wound care.
- Venipuncture (cephalic, saphenous, jugular).
- Take radiographs adhering to safety protocols.
- Solely manage technician appointments.

- Utilize computer system to create/modify invoices, medication refills, and appointments.
- Needs working knowledge of computer and entering information into the EMR.
- Knowledge of pharmacy/laboratory protocols.
- Provide assistance to in-hospital staff.
- Provide assistance to front office staff.
- Execute any task deemed necessary by the supervisors.
- Participate in technician rounds, meetings and continuing education.
- Troubleshoot/maintain equipment.
- Be knowledgeable of vaccines and vaccine protocols and administer appropriately.
- Assist in IV catheter placement, i.e. euthanasia.

QUALIFICATIONS, EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED) required. Graduate of an AVMA accredited Animal Science program or animal related field is ideal. Certified Veterinary Assistant or Certified Veterinary Technician preferred. A minimum of two years of working in a veterinary practice is required.

SKILLS: Ability to learn and an interest to advance knowledge in the field. Patience and respect for patients, clients and co-workers. Excellent communication skills, ability to multi-task. Ability to take direction. Understanding of medical procedures, terminology and vaccination schedules for dogs and cats.

PHYSICAL DEMANDS: The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT: The work environment characteristics described below are representative of those needed to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may be exposed to wet and/or humid conditions, winter weather, and extreme heat while walking patients outdoors. The employee may be exposed to fractious animals which can result in injury, zoonotic diseases, noxious fumes or airborne particles, however, PPE will be provided at all times. The noise level in the work environment is usually loud.