

## Veterinary Technician:

We are looking for a Veterinary Technician to work in our Exam Rooms on a daily basis and to perform a variety of customer service, medical and clerical tasks. As a Technician, you will be a primary point of contact for our company. Our typical Veterinary Technician duties are assisting clients, calling them into the exam rooms, discussing the reason for their current visit and take a history in relation to the stated need or concern. Performing a minimal exam with weight and temperature and entering it into the medical record before the Doctor enters and sees the client and their pets. Helping expedite the clients' pets to the back for services and care. Additionally, you will be expected to take blood and other samples for procedures and to help process these for the Doctor's observation. You will need to be able to proficiently explain and help perform recommended services, tests and diagnostic services. In addition to other duties you may need to assist in answering phones and assist with the processing of clients and ensuring their needs and requests for service is met. You will welcome guests and greet people who visit the business. You will coordinate with the front-desk activities. To be successful as a Technician, you should have a pleasant personality, as this is also a customer service role. You should be able to deal with emergencies in a timely and effective manner, while streamlining required tasks to help process samples and perform requested or needed services and care. Multitasking and stress management skills are essential for this position. Ultimately, a Technician's duties and responsibilities are to ensure the experience of the client and their pets is executed in the most positive and efficient manner possible while adhering to the hospital's high standards of care and quality.

## Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Utilize the in-house software to ensure clients and their pets are seen in the order of arrival.
- Assist clients and pets into the exam rooms and ensure their needs and concerns are addressed. Prioritize their care and maintain a professional and efficient interaction with them until they are checked out and assisted if needed to their car.
- Ensure exam rooms and lab area and related hallways are kept clean, tidy and presentable.
- Provide basic and accurate information in-person and via phone/email/text.
- Accurately complete medical records and make sure the client understands completely the services, diagnostics, medications used and the diagnosis for their concerns before they are checked out.

- Upon check-out, ensure that clients leave with their prescribed medications, receipts, tags, certificates, etc.
- Perform other medical tasks and procedures as directed by the Doctor and senior staff.
- Representing the office and the position in a positive, professional manner with a willingness to serve both clients, patients, visitors, and co-workers with a team building approach.

### **Skills**

- Successful work experience as a Veterinary Technician or other relevant experience in a customer service role
- Hands-on experience with office equipment (e.g. fax, printers, computers, etc.)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational and problem-solving skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude (pleasant, professional, polite, helpful)
- High school diploma or GED
- Honesty, reliability, and punctuality are a must

### **COVID-19 precautions**

- Remote interview process
- Personal protective equipment provided or required

### **Application Qualifications:**

- What is the highest level of education you have completed?
- How many years of Veterinary Technician Experience experience do you have?
- Please list 2-3 dates and time ranges that you could do an interview.