***JOB DESCRIPTION: Technician Assistant***

***REPORTS TO: Amy DeCristofaro, Hospital Manager***

**POSITION OVERVIEW:**

Our Technician Assistants (TAs) are the second-line of responsibility for keeping our medical facility in a clean and sanitary condition. This involves a great deal of medical-grade cleaning - at least 40% of available job time. They aid the technicians in achieving greater efficiency by relieving them of some of the routine work. They have a very significant role in freeing up the technicians to assist the veterinarians in rooms. TA’s run simple appointments such as NT’s and administering vaccine boosters etc. TAs are also required to help kennel when needed with walking & bathing patients assisting with administration of food and medication for hospital and when needed boarding patents, and assisting our technicians as requested.

**PERSONAL REQUIREMENTS**

* Genuinely enjoys working with people and is able to deal with them even when stressed.
* Can stay calm and efficient during emotionally charged situations.
* Is well-spoken and approaches his/her job duties in a mature nature.
* Can support and be a part of teamwork; works well with all levels of hospital team members.
* Has excellent client communication skills
* **Physical Effort**: Work requires lifting, carrying and restraining animals (will be assisted by other staff members in lifting animals over 40 lbs). Walks or stands for extended periods or time; frequently works in a bent or squatting position.
* **Working conditions**: May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.

**PERFORMANCE EXPECTATIONS:**

* Can provide compassionate care to patients and clients.
* Can conduct oneself in a confident and professional manner even when stressed and/or focused on individual tasks.
* Can legibly keep accurate medical records in accordance hospital policy.
* Can prepare and maintain the exam rooms and treatment areas.
* Can perform physical assessments; record observations legibly in files or computer.
* Can effectively restrain pets even when large or difficult
* Knows all common vaccines and vaccination protocols and can explain them to clients
* Understands the importance of a clean and orderly facility, does not hesitate to clean or organize as part of a normal job duty
* Maintains positive, cooperative relationships with other employees
* Understands and can explain necessary follow-up and homecare instructions
* Can properly care for all surgical materials and equipment; keep the operating room properly stocked and prepared for surgery
* Can set up clinical laboratory procedures such as fecal flotation exams, skin scrapings, urinalysis, ear cytology and fungal cultures; maintains file of lab test results and ensures that test results are recorded in patient records
* Can effectively position for and take radiographs
* Understands the use and care of IV pumps
* Can admit patients following hospital policy and doctors written orders
* Receives animals to be admitted, is responsible for their proper identification and for recording their respective locations
* Releases animals to their owners as directed by the doctor; ensures that every animal released is clean and properly groomed prior to their release
* Has the ability to communicate with owners and make them feel comfortable with leaving their pet(s) in our care
* Can follow a regular schedule for cleaning and sanitizing all cages, runs, animal wards and related areas; changes litter boxes and food/water bowls.
* Can feed each animal as prescribed by the attending doctor or as the owner has requested and records appetites and weights
* Understands the importance of prioritizing tasks and keeps oneself busy and productive during work shifts
* Can help maintain laundry for the hospital
* Can give baths and brush out patients
* Can collect urine and fecal specimens
* Can give hospital and kennel tours while highlighting features that differentiate us from other kennels and hospitals in our area
* Can recognize and report any unusual condition or abnormal behavior
* Can assist doctors and technicians with the administration of medications or with patient restraint
* Cleans equipment and facilities using chemicals and supplies; understands the importance of safety of use of chemicals in our facility
* Maintains the cleanliness of the hospital each day
* Understands and carries out the **daily, weekly and monthly chore list** to maintain the hospital cleanliness, the equipment, and overall appearance of the hospital
* Understands and carries out oral and written directions
* Maintains positive, cooperative relationships with other employees
* Performs other duties as assigned including assisting in other areas
* Demonstrated desire and ability to learn from mistakes and not repeat them
* Demonstrated ability to multi-task
* Professional appearance and attitude at all times
* Demonstrated ability to learn new skills
* Demonstrated ability to work as an effective Medical Team Member
* Dependable transportation and the ability to show up for work on time, without exception
* An appreciation and respect for the diversity of the clients and patients we serve