

Spec. Code:	4079
Occ. Area:	<u>15</u>
Work Area:	445
Prob. Period:	6 months
Prom. Line:	None
Effective Date:	00/00/00
Last Action:	NEW

## VETERINARY ASSISTANT

### Function of Job

Under general supervision of certified veterinary technicians, veterinarians or other personnel, perform basic, non-technical clinical practice support duties; encompassing basic animal patient care including but not limited to: restraint, transportation, feeding, exercise, recordkeeping, maintaining supplies, cleaning and sterilizing instruments and other equipment and client services such as scheduling appointments, admission, discharge and follow-up reminders.

### Characteristic Duties and Responsibilities

1. Greets clients, admits and discharges patients, schedules appointments and provides client follow-up reminders. Relays instructions of follow-up inquiries by the veterinarian as requested.
2. Answers telephones and walk-in clients, responds to basic inquiries or direct calls to others.
3. Assists with entering charges and collecting payment.
4. Assists with patient medical records.
5. Assists with setting up for procedures and treatments.
6. Assists in restraint of animals for procedures and treatments.
7. As directed, feeds, waters and exercises animals, transports animals between areas.
8. Assists with maintaining the cleanliness of animal and work areas, instruments and equipment based on set infection control protocols.
9. Assists with maintaining inventories of drugs and supplies and stocking.
10. Facilitates processing of laboratory samples (labels, transfers/mails specimens, tracks status).
11. ~~Processes~~ Handles or washes and dries laundry/linen as needed to assure adequate supply at all times.
12. Performs other related duties as assigned.

### Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High School Graduation or GED

## KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Environment -Willingness and ability to work under ~~unpleasant~~ environmental conditions associated with animal handling and care.
2. Account Transactions – Using mathematics to solve problems, ability to accept payments, make change, record payment information.
3. Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
4. ~~Clerical~~ Office Procedures/Support— Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, ~~designing forms~~, and other office procedures and terminology.
5. Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
6. Speaking — Talking to others to convey information effectively.
7. Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
9. Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
10. Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- ~~11. Assisting and Caring for Others — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.~~
- ~~12.~~11. Documenting/Recording Information — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- ~~13.~~12. Performing for or Working Directly with the Public — Performing for people or dealing directly with the public