

**VETERINARY EMERGENCY SERVICE**  
**Veterinary Assistant**  
**Job Description**

**REPORTS TO: Human Resource Manager**

**SUMMARY:**

The veterinary assistant is the technician's primary support. They assist in pet restraint, test set up, nursing care and triage/discharge of patients. They aid the technicians in achieving greater efficiency.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Follow Veterinary Emergency Service established policies and procedures.
- Provide compassionate care to patients and clients.
- Conduct oneself in a confident and professional manner.
- Field questions and inquires about services, triage, and products.
- Provide knowledgeable advice concerning the care and treatment of animals.
- Know common drugs and protocols and be able to explain them to clients.
- Prepare and maintain the exam rooms and treatment areas.
- Perform physical assessments; record observations legibly in files or computer.
- Restrain pets.
- Maintain a clean and orderly facility.
- Maintain positive, cooperative relationships with other employees.
- Communicate necessary follow up and home care instructions.
- Care for surgical materials and hospital equipment.
- Assist with positioning and taking radiographs.
- Perform nursing duties.
- Calculate drug doses.
- Admit patients following hospital policy and doctors written orders.
- Discharge patients based on the veterinarian's orders, ensuring that patients are well groomed and in a medically appropriate state.
- Knowledge of medical terminology.
- Perform Customer Service Representative duties when necessary.
- Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

**EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED). Previous on-the-job training and/or animal care experience desirable but not necessary.

**SKILLS:**

- Ability to read, write and comprehend simple instruction, short correspondence, and memos. Must be able to effectively present information in one-on-one and small group situations to customers, clients, and other employees.

# **VETERINARY EMERGENCY SERVICE**

## **Veterinary Assistant**

### **Job Description**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense to carry out instructions furnished in written, oral, or diagram form.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

None required.

### **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.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to handle or feel; reach with hands and arms; stoop, kneel, crouch, crawl; and talk or hear. 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 regularly be exposed to wet and/or humid conditions, extreme cold, and extreme heat. The employee is frequently exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment may be loud.