



Job Description

Job Title:	Relief ER CVT - Oregon Coast
Department:	Technician
Reports To:	Technician Manager
FLSA Status:	Non-Exempt
Rate Type:	Hourly
Full/Part Time:	Part-time, on-call

SUMMARY

Position provides highest quality veterinary emergency nursing care to patients through compliance with the attending veterinarian's orders for each animal. Uses accepted veterinary and Dove Lewis practices, equipment and techniques to continually monitor and assess animal's condition. Informs attending veterinarian of any changes in animal's condition. Practices a proactive approach to patient care within the Oregon Veterinary Practice Act.

ESSENTIAL DUTIES AND RESPONSIBILITIES (The essential functions and major responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Duties and responsibilities are also subject to change by the employer as the needs of the employer and requirements of the job change.)

Relief Technician Duties

- Helps maintain a clean working environment for the combined veterinary team.
- Triage animals upon arrival and/or assist in transporting animal from client's vehicle in parking lot.
- Takes steps to maintain patient's comfort through, but not limited to, clean, comfortable environment. Monitor recovering patients, restrain and lift surgical patients. Treat animals kindly, anticipating his/her stress and discomfort due to the hospitalized setting. Clean pets before release.
- Immediately alert attending veterinarian to any changes in animal's condition.
- Anticipates veterinarians' needs by setting up equipment and/or supplies required for scheduled or possible procedures due to current condition or impending deterioration of animal's condition.
- Regularly enters patient charges into hospital computer system and assists the veterinarians in listing charges for procedures performed. Neatly and correctly fill out paperwork.
- Enters controlled drug usage into drug log; performs & records lab work.
- Trouble-shoot equipment including ECG, BP monitors, cautery units, syringe pumps, IVACs, etc.
- Rounds, communicates medical and nursing history of patients care during shift to next shift.
- Share holiday coverage
- Maintain clean and sterile work environment, refer to cleaning checklist for detail
- Stock all areas of hospital
- Retrieving recumbent animals using gurney (lifting 35 pounds or more with assistance)
- Provide aftercare for deceased/euthanized animals, including completion of ID tag with pertinent information
- Wash, fold and stock laundry
- Surgery prep which includes proper care of instruments, pack wrapping, gas sterilization, and steam sterilization
- Performs all subjective lab work (UA sediment exam, CBC hand differential, blood smear evaluation) & records lab work.
- Work to maintain accurate controlled drug logs. Report any discrepancies of >10% to the Critical Care Director.

Client Services Duties

- Employing professional telephone etiquette, including taking accurate and complete messages and routing calls to appropriate recipients.
- Advising callers on cost of examination, financial and other basic hospital policies, driving directions as needed.
- Advising callers on the use of our lost and found website, processing reports as needed
- Provide appropriate referrals to other community agencies such as , County Animal Services
- Advising medical/technical staff of potential urgent cases en route to hospital
- Assist client with completion of emergency medical treatment authorization and check in paperwork
- Enter appropriate information into computer, creating medical and client records
- Maintain a comforting atmosphere for waiting clients by providing frequent updates on wait times and patient status, and providing prompt responses to client service needs
- Maintain a spotlessly clean, safe, and secure environment for clients including frequent light janitorial duties
- Managing hospital log, keeping track of all visiting clients, vendors, waiting callers, and others
- Adhering to security and safety protocols at all times
- Work closely with grieving clients experiencing the loss of their companion pet, including explaining the euthanasia authorization document, memorialization and body aftercare options, and our pet loss support services
- Accurately and efficiently process paperwork related to deceased patients
- Accurate and efficient cash and credit handling, processing payments, donations, financial documents, and closing out final invoices
- Accurate processing of end of shift and end of day reports, maintaining balanced cash drawer

SUPERVISORY RESPONSIBILITIES:

None.

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.

Knowledge, Skills and Abilities

- Knowledge of the standards of patient care under the Oregon Practice Veterinary Act.
- Working knowledge in technical skills required to nurse animals facing medical emergencies.
- Knowledge of basic computer functions and operating software such as MS Office, Word, Excel
- Teamwork and interpersonal skills to work in cooperative and close fashion within urgent care environment. Customer service skills.
- Skilled in decision making in order to follow through on prescribed medications, animal monitoring, team and other decisions.
- Ability to accurately record medications and inventory and ability to calculate dosages of medication.
- Ability to work in stressful situations associated with high volume, urgent care animal practice where accuracy, organization and flexibility is needed at all times.
- Ability to operate multi line phone system, filing system, and office equipment such as copier and fax machine
- (listed above) Ability to pay close attention to detail, maintain accuracy and multi-task in busy environment with multiple competing priorities.

- Ability to communicate with co-workers, supervisors, clients, vendors, the media, and the public in a courteous and professional manner at all times.
- Ability to effectively and professionally handle challenging or difficult clients
- Ability to speak, read and write the English language.

Education and Experience

High School Diploma or GED and a minimum of three (3) years experience as a Veterinarian Technician, or an equivalent of education and/or experience. Current Oregon CVT highly preferred (Oregon CVT expected within six months of employment at DoveLewis). A valid Oregon driver's license or the ability to obtain one is required.

PHYSICAL DEMANDS

The physical demands described her are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment characteristics described her are representative of those an employee encounters while performing the essential functions of the job. The noise level is moderate to high (business machines, medical equipment, and animal clinics with animals' barking/howling). Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time

General Requirements	None	Under 1/3	1/3 to 2/3	Over 2/3
Seeing: Must be able to read labels, reports, and use computer				X
Hearing: Must be able to hear well enough to communicate with co-workers and vendors.				X
Standing/Walking/Mobility: Must be able to stand to conduct inventory assessment and operate office machines, mobility between offices.				X
Climbing/Stooping/Kneeling			X	
Lifting/Pulling/Pushing: Must be able to lift animals up to 35lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X