



Treatment Technician

Position Summary

Provides close assistance to the DVM on duty, to provide quality medical care for the animals in our care, inventory control of shelter's medical supplies, fill and administer medications, evaluate patient progress, work with each department to serve animal medical needs, and educate clients, volunteers, and externs on medical conditions and health.

Job Responsibilities

Animal Care

- Promote the humane care and treatment of animals.
- Perform basic exam, and understand normal vs. abnormal, and bring abnormal findings to the attention of the DVM.
- Test specimens through a variety of methods, and read the results.
- Fill prescriptions.
- Administer medication.
- Provide treatment assistance.
- Monitor animal wellbeing while in our care.
- Perform appropriate and safe animal handling.
- Uphold hospital standards honestly and ethically.
- Accurately complete forms and records so that communication within and between departments is clear.
- Provide compassionate assistance (physical and emotional) during owner present euthanasia.
- Good understanding of KHS preventative health care policies.
- Maintain a clean environment for both animals and people in the KHS Clinic.

Resource Management

- Assists the Clinic Manager in maintaining adequate stock of Pharmacy supplies.
- Requests supplies as needed.
- Stocks and rotates supplies.

Volunteer Management

- Assist the Clinic Manager with the supervision and training of volunteers.

Customer Service

- Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances.
- Must remain calm, flexible, and willing to see other perspectives.
- Provides recognition and support to both staff and volunteers for their individual contributions to our agency.
- Explains medical conditions and treatments to volunteers, foster parents, and outside customers.

Clerical

- Performs accurate, complete, and concise entry of medical exam findings, test results, and vaccination history, using PetPoint.
- Schedules medical appointments.
- Maintains accurate Drug Log records.
- Provides clerical assistance to other clinic staff as time allows.

Training

- Participates in staff training and development opportunities as requested.
- Participates in special events, projects, and cross training programs as needed.

QUALIFICATIONS

- High School Diploma or Equivalent. LVT or RVT preferred.
- High degree of customer service skills, flexibility, conflict resolution, and team building.
- A background in a care-giving or customer service field. Should prefer and have the ability to cope with emotionally demanding work. Attention to detail a must. Should be able to work as a member of a team, and independently. Should be able to exercise sound judgment and make independent decisions. A respect for the human/animal bond is a must.