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## POSITION DESCRIPTION

**POSITION TITLE:** Treatment Technician

**DEPARTMENT:** Clinic

**CLASSIFICATION:** Non-exempt

**APPROVED BY:**

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Clinic Supervisor and Shelter Manager

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

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.

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### ESSENTIAL FUNCTIONS

**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 well being 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 Supervisor in maintaining adequate stock of Pharmacy supplies. Requests supplies as needed. Stocks and rotates supplies.

**Volunteer Management:** Assist the Clinic Supervisor 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.

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## QUALIFICATIONS

**EDUCATION/CERTIFICATION:** High School Diploma or Equivalent. LVT or RVT preferred.

**REQUIRED KNOWLEDGE:** High degree of customer service skills, flexibility, conflict resolution, and team building.

**EXPERIENCE REQUIRED:** A background in a care-giving or customer service field. Should prefer and have the ability to cope with emotionally demanding work.

**SKILLS/ABILITIES:** 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.

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## PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**TALKING:** Ability to speak effectively and communicate clearly.

**AVERAGE HEARING:** Able to hear average conversations.

**REPETITIVE MOTION:** The employee must be able to use both hands for repetitive actions; firm grasp, precise movements, fine manipulation, typing.

**FINGER DEXTERITY:** The employee is regularly required to use hands to type.

**AVERAGE VISION:** Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**BODY FLEXIBILITY:** The employee may be required to climb, balance, kneel, stoop, crouch, or crawl. The employee may be pulled, jolted or jumped on by small and large animals.

**PHYSICAL STRENGTH:** The employee must occasionally lift and/or move up to 50 pounds. May also walk, sit, or stand for long periods of time.

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## WORKING CONDITIONS

May work in areas with high noise level, occasional foul odors, dangerous animals, toxic chemicals, environmental contaminants, zoonotic diseases, and challenging customers. Adequate lighting. Adequate ventilation. Adequate seating. Adequate safety & protective products and equipment. May be required to work in excess of normal work day and work weekends.

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## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

- REASONING ABILITY:** Ability to deal with a variety of variables under only limited standardization and to remain focused during times of distraction.
- MATHEMATICS ABILITY:** Ability to add, subtract, multiply and divide all units of measure using whole numbers and common fractions.
- LANGUAGE ABILITY:** Ability to read, analyze, and interpret documents. Read, interpret, and record medical data. Ability to communicate clearly (verbal & written).
- EMOTIONAL ABILITY:** Ability to cope with stress, loss/ death/grief, emotional and physical fatigue, long hours, and a variety of different human personalities.
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## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*