

**Effective:** August 15, 2024  
**Job Title:** Registered Veterinary Technician  
**Department:** Veterinary Services  
**Reports to:** Veterinary Services Manager  
**Primary Location:** ☐ San Luis Obispo ☐ Atascadero ☒ Both  
**Travel Required:** ☒ Yes ☐ No  
**Remote Work Available:** ☐ Yes ☒ No ☐ Limited  
**Employment Type:** ☒ Full-time ( $\geq 30$  hours/week) ☐ Part-time ( $< 30$  hours/week) ☐ Temporary ☐ On-Call  
☐ Exempt ☒ Non-exempt  
**Schedule:** Average 32- to 40-hour work week with weekend, evening and holiday availability

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**Mission:** Our Mission is to rescue and shelter homeless companion animals, promote responsible pet ownership, provide humane education and celebrate the human-animal bond.

**Vision:** Our Team is dedicated to delivering exceptional customer service, offering the best care within our means to every animal, and treating every individual, whether human or animal, with empathy and kindness. We strive to work efficiently, creating a positive and collaborative work environment that fosters growth and learning.

**Working Environment:** Work is conducted within an animal shelter environment. This may involve exposure to environmental factors, including temperature fluctuations, elevated noise levels, zoonotic diseases, animal waste, potentially hazardous chemicals or materials requiring OSHA Safety Data Sheets, anesthetics, sharp objects, as well as the possibility of interacting with hostile individuals and handling dangerous or aggressive animals.

**Physical Requirements:**

- Must be able to stand, walk, sit, talk, hear and see, stoop, bend, squat, kneel, grasp, put fingers together firmly and reach above and below shoulder level and lift; push, lift or pull 50 pounds for situations of restraining or moving animals and lifting supplies, materials and equipment;
- Repetitively use hands to move animals around and operate computers;
- Flex the neck upward and downward; twist the neck and the waist;
- Specific vision abilities required are close and mid-range vision, distance vision, color vision, peripheral vision, and ability to focus;
- Appropriately and humanely restrain cats and dogs; control dogs on a leash; work with a variety of animals in multiple settings both in and out of the clinic/shelter;
- Be able to tolerate extended periods of 4 to 6 hours of performing moderately strenuous activities, standing, lifting, stretching and bending;
- Work in an environment with daily changes in climate;
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May require long hours, including evenings, weekends, and holidays, to ensure the shelter's operation and address emergencies or issues outside of regular working hours.

**Mental and Emotional Resilience:** Working in an animal shelter requires a commitment to support the animals in our care. This includes challenges of animal welfare, including euthanasia and potentially hostile or difficult situations.

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**Job Summary:** Under the direction of the Director of Veterinary Services and the Veterinary Services Manager (VSM) the Registered Veterinary Technician (RVT) assists veterinarians in providing medical care to public and shelter animals. Working within the guidelines set forth by the California Veterinary Medical Board, the RVT may administer medications, conduct basic medical tests, induce and monitor anesthesia, assist with surgeries, monitor animal health and behavior, as well as educate shelter staff and volunteers on animal care protocols. This role is instrumental in ensuring the safety and well-being of all animals under our care, including shelter, public, and partner rescue animals, as well as the smooth operation of veterinary services.

### **Required Education and Experience:**

- High school diploma or equivalent;
- Registered Veterinary Technician with California State Veterinary Board in good standing, prior to start date;
- Fear Free Veterinary Certification required within thirty (30) days of hire - (Employer Sponsored);
- Possession of a valid unrestricted California driver's license with required auto insurance.

### **Preferred Experience:**

- Experience in a high paced veterinary clinic or shelter setting.

### **Essential Skills:**

- Mission Dedication & Work Ethic:
  - Displays an unwavering commitment to Woods Humane Society's mission;
  - Adherence to the highest ethical standards and provision of veterinary care in a safe, competent, professional, and humane manner;
  - Energetic, hardworking, and a collaborative team player;
  - Maintains a positive, enthusiastic, and professional image when representing Woods Humane Society;
  - Ability to handle emotionally challenging situations with sensitivity and empathy;
  - Ability to handle animals safely with patience and gentleness and a personal commitment to animal welfare;
  - Ability to have unbiased and non-judgmental interactions with the public.
- Leadership:
  - Fosters a leadership style emphasizing respect, teamwork, and transparency;
  - Proven ability to collaborate effectively with the surgical veterinarian in directing the surgical team, including assigning tasks, providing personnel training, and promoting a cohesive team environment.
- Communication & Engagement Excellence:
  - Exceptional written and verbal communication skills, capable of conveying information professionally and educationally to diverse audiences;
  - Ability to clearly articulate the vision, mission, and goals of the organization.
- Adaptability & Time Management:
  - Ability to set and manage priorities with the flexibility to adapt to a dynamic and fast-paced work environment;
  - Willingness to embrace new department protocols and best practices;
  - Ability to reliably arrive on time and properly prepared for work.
- Analytical, Problem-solving & Organizational Abilities:
  - Detail oriented and resourceful;
  - Ability to exercise independent judgement to apply facts and principles for developing approaches and techniques to problem resolution.
- Technology Proficiency:

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- Proficient in technology, including Microsoft Office Suite and other job-related software and equipment.
- Compliance with Legal and Regulatory Framework:
  - Compliance with Federal, State, County and City veterinary medicine and animal health and welfare laws and regulations.
- Confidentiality:
  - Handles confidential information with discretion.

### **Key Responsibilities**

#### **Leadership**

- Foster a robust and transparent working rapport with the VSM and Veterinary Team, ensuring open channels of communication;
- Demonstrate ethical behavior, integrity, and transparency (when possible), in all interactions, maintaining composure and adaptability in the face of challenges and setbacks;
- Actively listen and communicate clearly, providing guidance to Veterinary Surgery Assistants and Volunteers, ensuring proper care and adherence to medical and surgical protocols;
- Support team members' growth and provide opportunities for skill development by designing and implementing training sessions within their scope of practice for veterinary assistants and volunteers;
- Address and resolve conflicts promoting a harmonious, supportive and inclusive work environment;
- Foster a positive team dynamic, building trust, and promoting collaboration among team members and other departments;
- Leverage technology and tools to streamline processes and enhance productivity.

#### **Veterinary Care**

- As directed by the on-duty veterinarian, provide comprehensive veterinary care to animals in the clinic, including medical and dental assessments, vaccinations, and treatments, perform routine medical procedures such as dental cleanings and extractions, wound care, and administration of medication in a safe and efficient manner;
- Coordinate and assist in screening animals for medical concerns at intake, monitor and maintain the health and well-being of animals in the clinic, ensure all animals in a medical status are observed daily for their overall condition, improvement or worsening trends, input/output, status change, etc., and ensure that animals under medical care are properly medicated;
- Consult with the on-duty veterinarian on animals finishing medications regarding release from treatment, ensure animals are current on their routine treatments and preventatives per shelter protocols, inform veterinarian of any abnormal behavior, illness, disease and/or injury, particularly prior to surgery;
- Assist in surgical procedures, including preparation of surgical suite, intubation when appropriate, patient prep, calculation and administration of anesthetic and induction medications maintaining appropriate anesthetic depth, accurately monitoring patient during surgery and post-operative care, ensuring patient comfort and hygiene;
- Conduct and assist with diagnostic procedures, including radiography, laboratory tests, and other diagnostic imaging;
- Ensure proper sterilization and maintenance of surgical instruments and equipment;
- Maintain clean and sanitary patient living quarters, including cage banks, carriers, and traps;
- Ensure patients are treated in a humane manner that minimizes stress, especially during transport and restraint;
- Perform humane euthanasia procedures when necessary, demonstrating compassion and adherence to ethical standards;
- Respond quickly and efficiently to emergencies;

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- Compliance with the California Veterinary Medical Board and the department animal care guidelines, ensuring consistent high-quality patient care.

#### **Customer Service**

- Ensure that the general public, in person, via telephone and e-mail is assisted in a helpful, professional, and timely manner, providing a high level of personalized customer service;
- Accurately field questions regarding the organization's services and programs;
- As directed, assist with patient check-in and discharge for surgical procedures, client questions/complaints and ensure clients are treated with respect and professionalism by all clinic staff.

#### **Safety**

- Promote a culture of safety, leading by example, and addressing safety concerns promptly;
- Safely and properly operate anesthetic machines, monitors, heating devices, equipment for fractious or feral patients and other surgical equipment;
- Compliance with Occupation Health and Safety requirements (OSHA & Cal-OSHA).

#### **Administrative**

- Utilizing time-keeping software, accurately record all time worked as well as designated lunch periods. Check time cards regularly to verify accuracy of your entries. Report any discrepancies immediately to your supervisor or the Human Resources department;
- Record and maintain accurate and up-to-date medical records for each animal, including exam findings, treatment plans, vaccinations, surgical procedures and communications;
- Accurately maintain all drug logs in accordance with DEA standards;
- Ensure all incoming patients, their records, and kennels/cages are labeled in accordance with Woods Humane Society's policies;
- Fill prescriptions as directed by on duty Veterinarian;
- Reset surgery packs and drapes, properly folding and sterilizing;
- Perform laundry duties including: washing, drying, folding, and storage;
- Implement and maintain appropriate inventory and ordering of relevant medical supplies and medications, as needed, in the most cost effective manner;
- Participate on committees and special projects as assigned;
- Perform general housekeeping within the department and other areas as assigned, including breakroom and kitchen areas;
- Maintain strict confidentiality with client, patient and donor information;
- Regularly attend all staff meetings;
- Complete all required and assigned training;
- Carryout other duties as assigned by the VSM or Veterinarian on-duty.

Woods Humane Society is committed to fostering, cultivating and preserving a culture of diversity, equity, inclusion and belonging.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievements as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

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All employees of Woods Humane Society have a responsibility to treat others with dignity and respect at all times.

This Job Description provides a detailed overview of the qualifications and requirements specific to the designated role. It is important to note that the job description may be subject to periodic updates, including addition, deletions or further revisions as deemed necessary.

Your employment, whether in the mentioned position or any other role at Woods Humane Society, is at-will, with no predetermined term. This means that either you or Woods Humane Society retains the right to terminate your employment relationship at any point.

By signing below, you affirm your clear understanding of the job's requirements, your possession of the requisite experience, skills, certifications, licenses, or permits, your commitment to fulfilling the outlined duties, and your willingness to adapt to changes in the job description as it evolves. Furthermore, you agree to promptly report any discrepancies or concerns related to the job description to your immediate supervisor or the Human Resources Department.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_