



Position: Veterinary Assistant
Reports to: Medical Director

Status: May be full- or part-time

Summary

The Veterinary Assistant provides support to the Medical Director (MD) and the Licensed Veterinary Technician (LVT) of the Chesapeake Humane Society (CHS) veterinary clinic.

Duties and Responsibilities

- Obtain medical histories and relay pertinent information to the MD/LVT
- Safely and humanely restrain pets for exams, vaccinations, diagnostics, and surgical preparation
- Observe pets for gross abnormalities, take vitals, and report concerns to MD/LVT
- Perform diagnostic services such as bloodwork, ear swabs, and skin scrapings for MD/LVT to interpret, document results, and communicate to clients or Administrative Assistants
- Recover pets from anesthesia and involve MD/LVT as needed
- Provide post-operative, vaccination, and microchipping counseling and answer client inquiries, forwarding to MD/LVT as appropriate
- Clean and sanitize veterinary equipment, surgical tools, animal enclosures, work space, lobby, and break room as assigned
- Ensure all supply areas are stocked and report deficiencies to MD
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc
- Work cooperatively with all staff to promote the CHS mission
- Perform other duties as assigned

Skills and Educational Requirements

- A high school diploma
- Confidence using computer systems and learning new software
- The ability to distinguish which client inquiries are appropriate for his/her knowledge base
- The ability to provide quality customer service in a high-volume, stressful environment
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Strong familiarity with veterinary medicine (particularly surgical procedures and preventative care) or the ability to learn these skills
- The ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- The ability to express organizational standpoints when serving as a CHS representative
- The ability to handle confidential or sensitive information with discretion

Physical and Time Demands

- Flexible working hours including evenings, weekends, and holidays
- Ability to work in a fast-paced setting with distractions

- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 40 lbs
- Ability to handle stress
- Valid driver's license, and reliable personal transportation

Interested parties should submit a resume, cover letter, and references to [hiring@chesapeakehumane.org](mailto: hiring@chesapeakehumane.org).