



**Position:** Veterinary Assistant

**Reports to:** Medical Director

**Status:** Hourly, non-exempt, part- or full-time

**Location:** 312 Battlefield Blvd N, Chesapeake, VA 23320

### **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. The incumbent shall provide exceptional customer service and animal care counseling for clients, donors, and adopters.

### **Duties and Responsibilities**

#### **Veterinary Assistant**

- 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, workspace, lobby, and break room as assigned
- Ensure all supply areas are stocked and report deficiencies to MD

#### **Administrative**

- Answer phone, e-mail, and in-person inquiries regarding clinic and shelter services offered by CHS, forwarding to management or veterinary staff as appropriate
- Schedule surgical services for public clients, rescues, and Chesapeake Animal Services
- Obtain medical histories, enter medical notes, and fill prescriptions
- Check clients in and out, recommend services/products appropriate to the client's pet/s, and accept payment for services
- Perform reminder and follow-up calls, forwarding to veterinary staff as appropriate
- Reconcile funds received and file medical paperwork for each day of business
- Ensure all supply areas are stocked and report deficiencies to management

#### **Other Duties**

- 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 and weekends
- 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 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation

**Interested parties should submit a resume, cover letter, and references to [hiring@chesapeakehumane.org](mailto:hiring@chesapeakehumane.org). Please include "Veterinary Assistant" in the subject of the email.**