



Title: Veterinary Assistant

Reporting Relationship: Clinic Manager

Status: Hourly, Non-exempt

Location: 312 Battlefield Blvd N., Chesapeake, VA 23320 (primary)
1149 New Mill Drive, Chesapeake, VA 23322 (secondary)

Summary

The Chesapeake Humane Society operates a low-cost, high-volume clinic, offering preventative veterinary care, spay/neuter surgery, dentals, and various surgical procedures. The Veterinary Assistant provides support to the Veterinarians (DVM) and the Licensed Veterinary Technicians (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 DVM/LVT
- Safely and humanely restrain pets for exams, vaccinations, diagnostics, and surgical preparation
- Observe pets for gross abnormalities, take vitals, and report concerns to DVM/LVT
- Perform diagnostic services such as bloodwork, ear swabs, and skin scrapings for DVM/LVT to interpret, document results, and communicate to clients or Administrative Assistants
- Recover pets from anesthesia and involve DVM/LVT as needed
- Provide post-operative, vaccination, and microchipping counseling and answer client inquiries, forwarding to DVM/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 Clinic Manager

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

- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work

- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Perform other duties as necessary

Skills and Educational Requirements

- High school diploma or equivalent
- Strong familiarity with veterinary medicine (particularly surgical procedures and preventative care) or the ability to learn these skills
- Confidence using computer systems and learning new software
- Ability to provide quality customer service in a high-volume, stressful environment
- Ability to distinguish which client inquiries are appropriate for his/her knowledge base
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Ability to work early mornings, 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

Salary and Benefits

- \$15.00 - \$18.00/hour, depending on experience
- Medical, Dental, and Vision Insurance (full-time)
- Company Paid Life Insurance Policy (full-time)
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays (full-time)
- Personal Time-off (full-time)
- Simple IRA Plan with organization match
- Professional development and continuing education opportunities
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

To apply, submit a cover letter, resume, and professional references to operations@chesapeakehumane.org. Please include the position title in the subject line.