

**Job Title:** Clinic Services Veterinary Assistant and  
Animal Transport Driver



**Reports To:** Clinic Services Practice Manager

**Schedule:** Monday - Friday

**FLSA Status:** Non-Exempt

**Type:** Full Time

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**Summary:**

The Clinic Services Veterinary Assistant and Transport Driver will float between the Spay/Neuter Clinic and the Essential Care Clinic, assisting with preparation and recovery of animals admitted for surgery as well as assisting our vaccine clinic (Essential Care). They will be responsible, on a rotating basis, for the transportation of all surgical animals and assists spay/neuter veterinarians and vet assistants in providing patient cares, client services, and education.

**Essential Duties and Responsibilities Include:**

- Carefully screen all transport animals to determine fitness for surgery. Any animals showing signs of illness will not be loaded on transport.
- Carefully handle the animals during loading and unloading.
- Ensure all animals are in crates and crates are closed.
- Secure all crates in the back of transport vehicle.
- Review transport animal surgery paperwork to verify all animals are accounted for.
- Ensure all animals are on return delivery (check-off on transport list).
- Drive with care and caution; observe speed limits and practice safe driving rules.
- Provide excellent patient care.
- Assist veterinarians and veterinary assistants in surgery.
- Assist in administering animal vaccinations, tests, medications and treatments as directed.
- Provide in-person client services.
- Actively promote spay and neuter and educate clients on responsible animal ownership.
- Represent the Humane Society of Charlotte in a professional and courteous manner at all times.
- Provide quality service to clients, volunteers, and staff.
- Assist for intake of all animals scheduled for surgery including:
  - Ensuring all paperwork is properly completed by owners and all vaccines are current
  - Explaining any high-risk factors to owners and have them sign the appropriate release form

- Assist Vet Techs for shaving all animals prior to surgery and prepares surgery room and animals
  - Monitor and communicate patient heartrate and SPO2
- Monitors all animals recovering from surgery
- Cleans, sterilizes, and prepares surgical packs
- Maintains a clean and sanitary work area in all work spaces and holding areas according to policy
- Provide excellent customer service to all visitors and clients

Volunteers

- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; train volunteers to assist department.

Vehicle Care

- Clean and sanitize the animal compartment of vehicle after every transport.
- Clean the driver compartment of vehicle on a regular basis.
- Responsible for tracking mileage and reporting any maintenance needs to the HSC Facilities & Safety Manager on a regular basis.
- Other duties as required.
- Performs special assignments and other duties as assigned when necessary

**Qualifications/Expectations:**

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- One to two years of vet assistant related experience and/or training preferred
- Must have excellent customer service skills and enjoy working with people
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework
- Goal oriented, committed to excellence and results
- Strong interpersonal communication skills required
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

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I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_