

Job Title: Shelter Vet Assistant



Reports To: Shelter Veterinary Services Manager

Schedule: Tuesday – Saturdays

FLSA Status: Non-exempt

Type: Full-Time

Summary: Assist the shelter medical team in the handling, providing care, treatment, medicating, record keeping and data entry of shelter animals.

Essential Duties and Responsibilities Include:

Administrative

- Perform administrative tasks such as email, phone calls and assist with monthly statistics.
- Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- Demonstrate proficiency in use of Microsoft Office Applications through word documents and communication through email.
- Schedule appointments and provide follow up.
- Enter and maintain data in PetPoint (shelter software).

Shelter Medicine Duties

- Work with all departments regarding animal information (health, temperament, surgery dates, etc)
- Provide for the husbandry needs (cleaning, feeding, medicating etc.) of the animals in the treatment room.
- Assist the shelter medical team in evaluating and treating animals. This includes performing physical exams, vaccinating, parasite checks, performing diagnostic tests, and medicating animals while under the supervision of the Shelter Veterinarian
- Prepare paperwork and medications on shelter animals needing treatment
- Administer monthly heartworm preventative and other medications as directed
- Make sure treatment room is neat, clean and stocked according to HSC policy and procedures
- Assist in maintaining (and ordering, as directed) of inventory for Shelter Medicine team.
- 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.

Perform other related duties as required.

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
 - Preferred: six months to one year veterinary related experience and/or training
 - Excellent communication skills, to include the ability to effectively handle and diffuse high-stress and emotionally charged situations.
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- Exceptional verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.
- High level ability to prioritize, organize and perform detailed tasks efficiently and with accuracy.
- Detail oriented and able to develop and execute project plans: prioritize duties, provide timely follow up.
- Computer literate in a Windows environment; proficient in Microsoft Office Applications.
- General knowledge of domestic dogs and cats.
- Ability to be objective, diplomatic and informative.
- Exhibit flexibility and professionalism.
- Basic math abilities; able to present numerical data effectively.
- Must have a great sense of humor and enjoy working in a relaxed office 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

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals

Physical Demands:

- Must be able to lift & move up to 50 lbs

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

Signature: _____

Printed Name: _____

Date: _____