

Job Title: Shelter Veterinary Assistant

Reports To: Shelter Veterinary Services Manager

Type: Full-Time

Schedule: Sunday - Thursday

FLSA Status: Non-Exempt

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:

Administrative

- Perform administrative tasks such as medical data entry, email, and phone calls.
- 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 foster appointments and provide follow up as needed.
- 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 HSC's care as needed.
- Assist the shelter medical team in evaluating and treating animals. This includes performing physical exams, vaccinating, performing diagnostic tests, and triaging animals while under the supervision of the Shelter Veterinarian.
- Maintain medical records and prepare medications for shelter animals needing treatment.
- Administer monthly parasite preventatives 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 Medical Department.
- Provide excellent customer service to all visitors and fosters.

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:

- **Required:** six months to one-year veterinary related experience and/or training.
- **Preferred:** six months to one-year animal welfare related experience and/or training.

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals and people in our community.
- Excellent communication skills, including the ability to effectively handle and diffuse high-stress and emotionally charged situations.
- 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.
- Comfortability in the safe handling of domestic dogs and cats.
- Ability to be objective, diplomatic and informative.
- Exhibit flexibility, adaptability, and professionalism.
- Basic math abilities; able to present numerical data effectively.
- Must have a reliable mode of transportation.
- Equal Opportunity Employer.

Work Environment:

- Exposure to zoonotic diseases in shelter 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.
- Regularly bend, squat, and stand throughout the day.