

RECEPTIONIST & VETERINARY ASSISTANT

DUTIES AND RESPONSIBILITIES

- Customer service to vaccine appointments, surgery, and walk-in clients
- Intake surgery patients
- Obtain thorough medical history of patients, prior to intake
- Help clients determine which tests, vaccines, and preventatives are appropriate for their pet, in regards to medical history
- Correctly fill, label, and dispense medications as prescribed by the veterinarian
- Give both oral and injectable medications to multiple animals throughout the day, on a 15 minute appointment basis
- Follow established safe and humane protocols in handling of animals
- Discharge surgery patients
- Thoroughly explain aftercare instructions to client
- Instruct them how to care for incision site
- Explain possible side effects of anesthesia and surgery
- Teach them how to administer oral medications
- Inspect animal's incision and physically prepare them to leave
- Remove any bandages.
- Follow cross contamination protocol
- Learn and apply both public and shelter preventative protocols
- Follows medical protocol
- Filing and data entry
- Manage animal database to keep accurate, professional, and legible records, including all forms and data entry of animal information, status, location, etc.
- Manage multi-line phone system
- Accurate financial transactions
- Safety
- Follow all established safety procedures and protocols
- Model safe work practices by following all safety guidelines to ensure a safe work environment
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, customer, animal, or the organization at risk
- Wear required clothing, identification, and job-specific safety gear



- Demonstrate understanding of animal diseases and transmission to other animals and people

WORKING CONDITIONS: Team member performs duties in all areas of BHS facilities. The environment can be dirty, smelly, noisy, stressful, and demanding. There is exposure to potentially dangerous chemicals, animals, parasites and infectious disease. Subject to animal bites and scratches while handling animals. Regularly lift, carry animals weighing up to 50 pounds. Consistently exposed to animals and animal allergens under conditions with limited alternatives available. Work can be physically and emotionally demanding. Consistent exposure to injured, sick, unruly, vicious, dangerous, and/or deceased animals.

WORK SCHEDULE: Part-Time, 7am to 12pm Monday-Friday. Must be willing to attend mandatory training and meetings as the employer determines necessary or desirable to meet business needs.

REQUIREMENTS

- Ability to lift a minimum of 40 pounds
- Prefer experience/certificate of courses completed in animal medical field
- Demonstrates an attitude that encourages enthusiasm and support for co-workers from all BHS departments, volunteers and the public
- Ensure work stations are kept clean and maintained daily; represent BHS Brand in a positive manner with a professional personal appearance
- Work cooperatively with all team members, board members, supporters, other partner agencies, volunteers recognizing the talent and commitment they bring to the Society
- Maintain and communicate BHS values to the public, volunteers and fellow team members
- Strong interpersonal relationship and alliance-building skills
- Experience in animal welfare, shelter operations or high volume spay/neuter clinic a plus
- Commitment to the mission, values, goals, and success of the Butte Humane Society
- Experience with humane animal handling and restraint techniques of healthy, ill and feral animals
- Experience in caring for and handling animals in a safe, effective and humane manner, especially larger and possibly untrained pets
- Comfortable working in the shelter environment and willing to accommodate animals in the workplace
- Computer literate and able to master veterinary software as applicable to BHS operations
- Knowledge of animal welfare, breeds, behaviors, and humane training.
- Ability to understand and communicate pertinent medical information with colleagues and clients

- Self-motivated and able to initiate and complete tasks
- Proven ability to exercise good judgment when dealing with the public and staff, able to exercise good judgment when dealing with confidential information

This position description does not imply that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

Job Type: Part-time

Salary: \$11.00 /hour