General Statement of Duties

Assists a veterinarian or licensed veterinary technicians with a variety of health care duties, conducts formal behavioral assessments, and ensures that all animals have a clean and safe living environment.

Distinguishing Characteristics

Veterinary Assistants are expected to provide a high level of animal care and customer service. This is both physically and emotionally demanding work that requires employees to occasionally assist in raising or lowering objects up to 150 pounds.

The Veterinary Assistant class is distinguished from the Animal Care Attendant class that provides humane and compassionate care for animals in the shelter; performs animal intake and release functions, conducts behavioral assessments, and ensuring that all animals have a clean, safe shelter environment, water, and food.

The Veterinary Assistant class is distinguished from the Veterinarian Technician class that assists veterinarians in diagnosing and treating animals including collecting specimens, performing laboratory procedures, providing specialized nursing care, preparing instruments and equipment for surgery, and assisting in diagnostic, medical, and surgical procedures.

The Veterinary Assistant is also distinguished from the Animal Care Supervisor class that supervises the work of Animal Care Attendants and Veterinary Assistants, monitors the care of animals and ensures a high level of animal care, and maintains a safe and clean shelter.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

Performs lead work.
### Essential Duties

Provides care for animals in a caring, compassionate manner, monitors animals for signs of illness, disease, or injury, and performs the duties of an Animal Care Attendant such as ensuring that all animals have a clean, safe shelter environment, water, and food.

Assists a veterinarian with a variety of basic health care duties and treatments including the care of ill or injured animals, administers vaccinations, and dispenses medications.

Performs simple laboratory tests, collects and organizes animal samples, and assists a veterinarian during surgical procedures and routine post-operative care.

Conducts formal behavioral assessments on animals in the shelter and prior to animals being available for adoption.

Works with treatable and manageable animals that can be rehabilitated and socialized in order for the animal to be adoptable.

Prepares examination or treatment rooms and holds or restrains animal during treatment.

Verifies and identifies animals to be euthanized per shelter protocols and euthanizes animals in a humane manner, and completes required euthanasia paperwork.

Cleans and disinfects cages, work areas, and laboratory and surgical equipment.

Provides training to Animal Care Attendants including instruction on assessing animal behavior, euthanasia, and other job related duties.

Modifies work plans, methods, and procedures; determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Operates vehicle and two-way radio in performance of duties.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.
**Competencies**

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Visual Identification – Accurately identifies people, animals, or objects based on knowledge of their characteristics.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Knowledge & Skills**

Knowledge of the proper care and handling of animals including feeding, controlling, restraining, injuries, and general health.

Knowledge of safety hazards and precautions and establishes a safe working environment.

Knowledge of basic veterinary techniques and procedures sufficient to be able to assist veterinarians and perform a variety of duties related to the work assignment.

Knowledge of cleaning agents and chemicals sufficient to be able to maintain the cleanliness of the work area.

Knowledge of animal behavior sufficient to be able to identify, record, and report unusual behavioral characteristics.

Knowledge of laboratory techniques sufficient to be able to perform simple laboratory tests.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Two (2) years of experience in animal care which includes working in a veterinary office, animal hospital, animal shelter, a pet store, or other animal care facilities.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Possession of a Veterinary Assistant Certification.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Potential exposure to housekeeping and cleaning materials.
Subject to burns and cuts.
Potential exposure to cold weather conditions (indoor/outdoor).
Subject to many interruptions.
Potential exposure to odors in animal areas.
Potential exposure to noise from barking dogs.
Preliminary exposure to toxic chemicals.
Preliminary exposure to wet working conditions (cleaning kennels).
Occasional pressure due to multiple calls and inquiries.
Works in proximity to cavity dwelling mammals and stinging insects.
Handles absentee replacement on short notice.
Subject to bites and scratches from animals.

**Level of Physical Demand**

4-Heavy (50-100 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Bending/Twisting: Bending and twisting in the rescue capture of animals.
- Climbing/Balancing: Climbing walls, fences and other obstacles and balancing.
- Crawling: Crawling in tight, cramp spaces to rescue, trap or capture animals.
- Endurance: Exert physical efforts to restrain animals for a substantial period.
- Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
- Handling: Handle domesticated feral animals, wildlife, birds, reptiles, bats, etc.
- Hearing/Talking: Hear and determine direction of sound.
- Kneeling/Crouching: Kneel and crouch in locating and capture of animals.
- Lifting: raising or lowering objects weighing no more than 100 pounds, from one level to another.
- Lifting/Carrying: Lift/carry live and dead animals up to 100 pounds, food, water, traps and cages, and wearing a utility belt weighing up to 10 pounds.
- Neck Flexion: Moving neck upward/downward.
- Oral Comprehension
- Pushing/Pulling: Push/pool animals, kennel, equipment, etc.
- Reaching/Handling: Lifting and handling traps and cages, animal foods, equipment.
- Sitting: In sitting position to write a report, vehicle patrol, and the public contact.
- Standing/Walking: Patrol and the public contact.
- Vision: To observe animal behavior, read signs, and reading colors.

**Background Check Requirement**

- Criminal Check
- Employment Verification
- Licenses/Certification
- By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.
### Class Detail

- **Pay Grade**: O-606  
- **FLSA Code**: N  
- **Management Level**: 8  
- **Established Date**: 9/21/2018  
- **Established By**: Lori Schumann  
- **Revised Date**: 6/11/2019  
- **Revised By**: Ryland Feno  
- **Class History**:  
  - 6/11/19 - Updated working environment verbiage.