

## WellHaven Pet Health

### Job Description

## Lead Veterinary Technician

### CVT/LVT/RVT

#### **Job Summary**

The Lead Veterinary Technician supports the veterinarians to ensure quality veterinary medicine, educating clients, and patient care. This position will train and oversee all CVTs/LVTs/RVTs and is responsible for partnering with the Practice Manager/Principal Doctor for day-to-day hospital operations and delegation of duties.

#### **Key Responsibilities**

##### *Main Accountabilities:*

- Assist in the examination, treatment, and monitoring of animals under the supervision of a veterinarian. Administer medications, vaccines, and treatments as prescribed. Monitor vital signs, collect samples for laboratory analysis, and perform diagnostic tests
- Prepare and analyze laboratory samples such as blood, urine, and feces. Operate and maintain laboratory equipment. Perform diagnostic tests, interpret results, and record findings accurately in patient records
- Prepare surgical suites, instruments, and patients for surgery. Assist veterinarians during surgical procedures by providing appropriate equipment and medications, monitoring anesthesia, and providing post-operative care
- Educate clients about Wellness Plans, animal care, nutrition, medication administration, and disease prevention
- Maintain thorough and accurate medical charting for all patients, consistently meeting hospital quality control standards
- Ensure the proper maintenance and functioning of hospital equipment to support patient care
- Assist in managing hospital supplies, including inventory tracking and restocking as necessary
- Contribute to the day-to-day flow and efficiency of the hospital, collaborating with team members to optimize operations
- Act as an advocate for the overall success and performance of the hospital
- Perform select reception duties, such as triaging phone calls, scheduling appointments, and facilitating the intake and discharge of patients
- Guide and mentor a team of veterinary technicians and assistants by providing training, introducing new protocols, and fostering a positive and supportive team environment
- Take an active role in hospital team meetings

##### *Customer Service Delivery:*

- Consistently provide professional, efficient, and exceptional service

- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients Effectively adapt to individual clients and their needs
- Effectively adapt to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

*Other:*

- Adhere to OSHA standards and regulations as outlined in company policies
- Ability to perform other job duties as assigned

**Required Skills and Knowledge**

*Ability to:*

- Stay up-to-date with the latest advancements in veterinary medicine through ongoing professional development and continuing education to maintain certification and improve knowledge and skills
- Multi-task effectively
- Complete work, maintaining a high level of accuracy while managing constant interruptions
- Remain action-oriented and effectively set priorities
- Work well in an extremely fast-paced work environment, remaining calm and resilient
- Exhibit proactive initiative in addressing tasks and challenges as they arise
- Motivate others and exercise good judgment
- Effectively delegate tasks
- Learn new computer software systems (EMR, Scheduling, etc.)
- Provide a high level of accountability

*Experience/Knowledge in:*

- Handling and restraining dogs, cats, and exotic animals
- Providing basic animal care, such as feeding, bathing, grooming, and monitoring for signs of distress or illness
- Knowledge of and experience with common veterinary medical procedures, including surgery, dentistry, radiology, laboratory diagnostics, and anesthesia management
- Familiarity with veterinary medical terminology and abbreviations used in patient records and communication
- Understanding of veterinary medications, including dosage calculations, drug interactions, and administration methods

*Demonstrates:*

- Strong Customer Service Focus while effectively adapting to individual clients and their needs
- Excellent communication skills and the ability to manage a variety of emotional situations – remaining empathetic, compassionate, and approachable

**Education and Experience**

- High school diploma or equivalent, associate degree a plus!
- Must have and maintain a valid certification, registration, or licensing. CVT, RVT, or LVT (state specific)
- 3+ years of veterinary hospital experience

- Experience with leading a team (preferred)

### **Work Location, Environment, and Physical Requirements**

- The Lead Vet Technician position is performed onsite at our hospital or at an approved offsite event location. Remote work is not available for his position
- Hospital environment includes limited space, smells from pet waste, and noise (barking, etc.)
- Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, operate equipment, and read information
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Ability to lift 50+ pounds
- Able to stand, walk, stoop, kneel, crouch, and climb
- May routinely be exposed to pets that may bite or scratch, biological hazards, anesthesia medications (smells), radiation if near Xray machine, prescription medications, including controlled substances

### **Equal Opportunity Employer – Commitment to Diversity**

WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

In accordance with federal, state, and local law, WellHaven may provide reasonable accommodation to known physical or mental limitations of applicants during the hiring process and to an otherwise qualified employee with a disability unless the accommodation would impose an undue hardship on WellHaven. For more information, please contact WellHaven HR at [HR@wellhaven.com](mailto:HR@wellhaven.com).