



## Lead CVT In-Person Interview/Observation Guide

NOTE: Use this guide for the In-person interview/Observation. Feel free to skip questions as needed.

**Overview:** A brief history of the hospital and the open position, interview questions, and ask candidates if they have any questions. Discuss the next steps as needed.

### General Questions

1. How did you hear about this position opportunity?
2. Were you referred to us? If yes, who referred you to us?
3. Have you previously worked for a WellHaven-owned hospital?
4. If yes to #3 – Which hospital?
5. If yes to #3 – What was your experience previously working for WellHaven?
6. Why are you considering leaving your current position/employer?
7. What inspired you to pursue veterinary medicine and earn your CVT/RVT/LVT?
8. What are the 3 most important things you are looking for in your next career opportunity?
9. Do you see “mentoring” as an important part of overall professional development?
10. Describe what an ideal mentoring relationship/situation looks like.
11. Are you looking for a full-time or part-time position?
12. Are there any days/times that you would not be available for work?
13. Please confirm that your CVT/RVT/LVT License is active.
14. When is it valid through (expiration date)?

### Position Specific Responsibilities

1. Tell me about your experience: Assisting in administering medications, vaccines, and treatments as prescribed.
2. Tell me about your experience: Monitoring vital signs, collecting samples for laboratory analysis, and performing diagnostic tests.
3. Tell me about your experience: Preparing and analyzing laboratory samples such as blood, urine, and feces. Operating and maintaining laboratory equipment. Performing diagnostic tests, interpreting results, and recording findings accurately in patient records.



4. Tell me about your experience: Preparing surgical suites, instruments, and patients for surgery. Assisting veterinarians during surgical procedures by providing appropriate equipment and medications, monitoring anesthesia, and providing post-operative care.
5. Tell me about your experience: Educating clients about Wellness Plans, animal care, nutrition, medication administration, and disease prevention.
6. What area do you most enjoy educating clients about?
7. Tell me about your experience: Maintaining thorough and accurate medical charting for all patients and consistently meeting hospital quality control standards.
8. Tell me about your experience: Managing hospital supplies, including inventory tracking and restocking as necessary.
9. Tell me about your experience: Performing front desk (reception) duties, such as triaging phone calls, scheduling appointments, and facilitating the intake and discharge of patients.
10. Tell me about a time when you had to handle a medical emergency in the hospital.
11. How did you manage the situation?
12. What was the outcome?
13. What did you learn from the experience?

### Customer Service-Related Questions

1. Tell me about a time when you needed to adapt to an individual client and their needs.
2. Were you successfully meeting the client's needs? If not, why not?
3. Tell me about a time when you had to resolve a very difficult customer complaint.
4. Were you successful in resolving the issue? If not, why not?

### Skills and Knowledge-Related Questions

1. How do you stay up-to-date with the latest advancements in veterinary medicine?
2. How do you normally handle your required CE hours (in-person classes, conferences, online)?
3. How are you able to complete your work while maintaining a high level of accuracy while juggling constant interruptions and distractions
4. What EMR Systems have you worked with?
5. What Scheduling Systems have you worked with?
6. How comfortable are you with medications – dosage calculations, drug interactions, and administering methods?



## Leadership Related Questions

1. Describe your experience leading a team of Veterinary Technicians and Assistants.
2. What are three of the most important skills and qualities you bring to the Veterinary Team as a Lead Technician?
3. How do you handle difficult or complex cases that arise in the clinic, and how do you communicate with the Veterinary Team to ensure the best possible outcomes?
4. Tell me about a time when you trained or mentored a new Technician.
5. What was the outcome?
6. What did you learn from the experience?
7. How do you ensure that all Veterinary Technicians and Assistants are up-to-date with their certifications and continuing education requirements?

## Work Location, Environment, and Physical Requirements Related Questions

1. Have you read through the job posting and the outline regarding the work environment and physical requirements? Do you have any concerns/questions?