

## Job Title: ADMISSIONS AND VACCINE CLINIC ASSISTANT Reports to: MEDICAL CENTER OPERATIONS MANAGER FLSA Classification: NON-EXEMPT Date Drafted: MARCH 2020

## **POSITION SUMMARY**

The Admissions and Vaccine Clinic Assistant is responsible for assisting the Admissions and Vaccine Clinic teams in their daily operations including but not limited to data entry, animal handling, cleaning and inventory management.

## **POSITION RESPONSIBILITIES - ESSENTIAL**

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Performs technical and routine animal care and related duties cleaning and maintaining Admissions exam room and Medicove.
- Restraining animals safely so technicians can administer vaccine and do blood draws.
- Receives and evaluates animals.
- Maintains and updates data files with pertinent information on animal intake, health information etc. Handles animals and makes determinations regarding their disposition.
- Maintains proper inventory levels of cleaning and medical supplies. Informs supervisor/lead technician when reordering is necessary.
- Performs related work as required.

### **ESSENTIAL SKILLS AND EXPERIENCE**

- Educational background—High school diploma or equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Excellent customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Relationship management-- ability to be persuasive and provide leadership to subordinates.
- Ability to create and foster a collaborative team environment.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong analytical, problem solving and reasoning ability.
- Ability to take direction, follow instructions accurately and accept constructive criticism.

### **BENEFICIAL SKILLS AND EXPERIENCE**

- General knowledge of animal health and welfare.
- Experience with animal handling and behavior.
- Prior customer service/retail/animal shelter experience.

# **REPORTING RELATIONSHIPS**



#### **REPORTS TO: MEDICAL CENTER OPERATIONS MANAGER**

#### **KEY MEASURES**

- Overall health of animals
- Facility cleanliness
- Teamwork
- Time Management
- Decision Making
- Accountability

#### **ORGANIZATIONAL COMPETENCIES** Transparency Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and Integrity and accepts responsibility. Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under **Decision**analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not fully Making defined. Considers the risks and consequences of action and/or decisions. Teamwork Builds and maintains routine business relationships with peers and others inside and outside of the and organization. Adds value to the team environment and interacts with a positive attitude. Collaboration Respectfully challenges the status quo by analyzing the strengths and weaknesses of current Innovation approaches. Modifies and adapts current methods and approaches to better meet needs.

| MENTAL & PHYSICAL DEMANDS - ADA GUIDELINES |            |              |              |       |  |  |  |
|--|------------|--------------|--------------|-------|--|--|--|
| Physical Demands                           |            |              |              |       |  |  |  |
| Stand                                      | Constantly | 🛛 Frequently | Occasionally | □ N/A |  |  |  |
| Walk                                       | Constantly | Frequently   | Occasionally | □ N/A |  |  |  |
| Sit  | Constantly | 🛛 Frequently | Occasionally | □ N/A |  |  |  |
| Handling / Fingering                       | Constantly | 🔀 Frequently | Occasionally | □ N/A |  |  |  |
| Reach Outward                              | Constantly | Frequently   | Occasionally | □ N/A |  |  |  |
| Reach Above Shoulder                       | Constantly | Frequently   | Occasionally | □ N/A |  |  |  |
| Climb                                      | Constantly | Frequently   | Cccasionally | □ N/A |  |  |  |
| Crawl                                      | Constantly | Frequently   | Cccasionally | □ N/A |  |  |  |
| Squat or Kneel                             | Constantly | 🛛 Frequently | Occasionally | □ N/A |  |  |  |
| Bend                                       | Constantly | 🛛 Frequently | Occasionally | □ N/A |  |  |  |
| Lifting Requirements                       |            |              |              |       |  |  |  |
| 10 pounds or less                          | Constantly | Frequently   | Occasionally | N/A   |  |  |  |
| 11 to 20 pounds                            | Constantly | Frequently   | Occasionally | N/A   |  |  |  |
| 21 to 50 pounds                            | Constantly | 🔀 Frequently | Occasionally | □ N/A |  |  |  |
| 51 to 100 pounds                           | Constantly | Frequently   | Occasionally | N/A   |  |  |  |
| > than 100 pounds                          | Constantly | Frequently   | Occasionally | N/A   |  |  |  |

THIS DOCUMENT DOES NOT CREATE AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT OR ALTER YOUR AT WILL EMPLOYMENT.



|                   | Pushing and Pulling Requirements |   |              |                |       |  |  |  |  |
|-------------------|----------------------------------|---|--------------|----------------|-------|--|--|--|--|
| 12 pounds or less |                                  | Constantly  | 🔀 Frequently | Occasionally   | N/A   |  |  |  |  |
| 13 to 25 pounds   |                                  | Constantly  | Frequently   | Occasionally   | □ N/A |  |  |  |  |
| 26 to 40 pounds   |                                  | Constantly  | Frequently   | Occasionally   | □ N/A |  |  |  |  |
| 41 to 100 pounds  |                                  | Constantly  | Frequently   | 🛛 Occasionally | □ N/A |  |  |  |  |
| > than 100 pounds |                                  | Constantly  | Frequently   | Occasionally   | □ N/A |  |  |  |  |
| Definitions       |                                  |   |              |                |       |  |  |  |  |
| N/A               | Not Applicable                   | Activity is not applicable to this occupation.                                    |              |                |       |  |  |  |  |
| 0                 | Occasionally                     | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)        |              |                |       |  |  |  |  |
| F                 | Frequently                       | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |              |                |       |  |  |  |  |
| С                 | Constantly                       | Occupation requires this activity more than 66% of the time (5.5+ hrs/day)        |              |                |       |  |  |  |  |

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

| Print Employee Name           | Employee Signature           | Date Signed |  |
|-------------------------------|------------------------------|-------------|--|
|                               |                              |             |  |
|                               |                              |             |  |
| Print Manager/Supervisor Name | Manager/Supervisor Signature | Date Signed |  |