

**SANTA BARBARA HUMANE SOCIETY  
JOB DESCRIPTION**

**POSITION TITLE:** Registered Veterinary Technician (RVT)  
**DEPARTMENT:** Veterinary Clinic  
**REPORTS TO:** Clinic Manager  
**STATUS:** Regular, Full-Time, Non-Exempt  
**EFFECTIVE DATE:** February 1, 2019

**SUMMARY:** The RVT is a California registered veterinary technician. Responsible for assisting SBHS veterinarians with multiple types of procedures. Provides the highest quality of care for animals in areas such as physical examinations, restraint, dental procedures, surgeries, immunizations, euthanasia, etc. Must have good customer service skills and demonstrated capability educating the public on animal health and treatment. Must maintain a positive and professional attitude while working with other employees, volunteers, visitors, and the public. Must support and advocate for the philosophy, programs, and policies of the Santa Barbara Humane Society.

**PRIMARY RESPONSIBILITIES:**

- Will work in all aspects of a high-volume, high quality spay/neuter surgery clinic including prepping animals for surgery, administering and monitoring anesthesia, assisting veterinarians during surgery, and post-operative management of veterinary patients
- Knowledge of anesthetic protocols, venipuncture, the ability to induce, etc.
- Prioritizes the availability of shelter pets' health status to make those animals available for adoption
- Familiar with the use of medical equipment and tools like autoclaves, catheters, IVs, and monitors, anesthesia equipment, etc.
- Demonstrates patience and tolerance with all animals and willingness to provide direct care to cats, dogs and rabbits of all sizes and types and a desire to maintain high level of care for all animals in order to assure their comfort and safety
- Obtains and records patient histories
- Collects specimens and performs routine laboratory procedures and tests in hematology, biochemistry, chemistry, microbiology, urinalysis, and serology to assist in the diagnosis and treatment of animal health problems
- Dispenses and administers medications, vaccines, serums and treatments as prescribed by SBHS veterinarians
- Administers fluids and blood products as prescribed by SBHS veterinarians
- Administers and monitors anesthesia under the direction of a veterinarian
- Provides specialized nursing care for injured or ill animals.
- Prepares patients, instruments and equipment for surgery

- Ensures that monitoring and support equipment such as anesthetic machines, cardiac monitors, and breathing apparatus are in good working condition
- Assists in diagnostic, medical and surgical procedures
- Demonstrates knowledge of the procedures used for receiving, treating, and scheduling patients, for ordering medical supplies, and requesting laboratory tests
- Demonstrates knowledge of the use, care, and storage of veterinary instruments, materials, and equipment
- Demonstrates knowledge of sterilization techniques for various instruments and materials.
- Demonstrates knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to prepare and provide table-side assistance
- Demonstrates knowledge of the principles and processes for providing client services, including client needs assessments, meeting quality standards for services, and evaluation of client satisfaction
- Takes radiographs, positions patients correctly, takes proper measurements and sets up equipment properly
- Communicates with and educates pet owners about preventative health, such as, spay and neuter options, vaccines, flea preventatives, heart worm preventatives, surgical procedures and post-operative procedures and instructions, medication instructions and administration
- Maintains knowledge of preventative healthcare recommendations to answer client questions, provides education on vaccines, flea and heartworm products, and assists in marketing veterinary services from which their pet would benefit, such as a dental cleaning, senior wellness, spay and neuter and boarding
- Maintains inventory of pharmaceuticals, equipment and supplies.
- Cleans, maintains and sterilizes instruments, equipment, and materials.
- Will work independently on assigned tasks as well as being given direction on how to complete certain assignments
- Must employ critical thinking - understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Demonstrate and apply knowledge of proper protocols in the administration of controlled substances, and the most current protocols relating to communicable diseases
- Promotes a highly efficient, client-centered environment and facilitates programs and processes that meet client needs
- Maintains the practice philosophy for attracting new clients and retaining existing clients through good customer service skills
- Helps to facilitate resolution of client problems
- Maintains a clean and sanitary facility that is visually appealing to clients and staff
- Adheres to all safety and security regulations and training.
- Participates in meetings and responds to management communications as required
- Understands and demonstrates that regular attendance and timeliness are essential
- Promotes cooperative working environment among shelter departments and staff members; understands the value of teamwork; shows enthusiasm and willingness to perform as necessary to help the clinic function as a unit.

- Communicates objectives, motivates staff, builds and maintains morale
- Knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA. Ensures that the clinic and its employees are in compliance with regulations, and inform the Clinic Manager and Director of Veterinary Services of any regulatory issues

#### **QUALIFICATIONS:**

- Valid Registered Veterinary Technician License from the California state board
- Excellent computer skills
- Some teaching experience highly desirable
- Must be able to work with people from a variety of backgrounds who may have different orientations to animals due to cultural traditions
- Demonstrates excellent oral and written communication skills
- Proficient in the use of commercial clinic and shelter software

#### **DESIRED QUALIFICATIONS:**

- Bilingual English/Spanish
- Previous work in animal welfare/shelter/high volume clinic

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- This position requires some weekend and evening work. The current clinic schedule is Tuesday – Saturday.
- Work is performed within an animal shelter where loud noises, disease and exposure to hazards are possible
- Physical requirements may include: bending, standing for long periods, stooping, reaching and other physical demands.
- Must be able to safely restrain large and/or agitated animals
- Frequently lift and/or move up to 50 pounds
- Occasionally handle dogs weighing up to and over 150 pounds. Assistance will be provided when working with larger animals

#### **COMPETENCIES:**

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.

- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.
- **Communication** - Expresses self--orally and in writing--in manner that is clear, well organized and appropriate to situation. Uses appropriate grammar, punctuation/spelling, and tone. Listens carefully and sincerely considers others' ideas. Maintains confidentiality and expresses good judgment about what to say and when to say it. Keeps others informed.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Judgment** - Gathers data and others' input as appropriate when making decisions and handling diverse situations. Considers cost, organizational resources, and efficiency, as well as both long- and short-term outcomes. Can explain rationale for a decision. Observes safety and security procedures; uses equipment and materials properly. Recognizes when to consult higher level management.
- **Problem Solving** - Identifies problem in a timely manner. Gathers and analyzes factors or causes. Generates and evaluates alternative solutions. Implements plan to solve problem. Assesses effectiveness of intervention.

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities for this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*