



## Job Description

### *Kennel Assistant*

**Required for this position:** the ability to:

- communicate with clients
- safely lift objects or pets of at least 30lbs
- work with or without direct supervision
- restrain and control cats and dogs of any temperament
- ability to recognize certain behaviors in pets
- effectively work with/for technicians, veterinary assistants, and other kennel staff
- adapt to the different needs and preferences of different doctors
- work with computers and multi-line phones
- spell, alphabetize, and perform basic mathematics
- ask questions when a task or procedure is unclear
- provide excellent customer service

**Persons to report to:** Lead Technician & other LVTs, Office Manager, and Doctors.

**Task Descriptions:** As a kennel assistant, your job entails several important and critical aspects of our hospital; animal care and treatment, customer service, and hospital cleanliness.

- **Animal Care & Treatment Responsibilities:** animal restraint using acceptable/specific methods, setting-up x-ray, assisting with x-rays; maintain surgery suite, treatment area, exam area, lobby and outdoors; cleaning & sterilization of instruments, assist with nail trims, ear cleaning, anal sac expressions, and suture/staple removals; collect fecal samples, recognizing & reporting pain/distress/abnormal patients, maintaining a high standard of patient care, use the least amount of restraint required for a procedure to be done, assisting technicians and other assistants in any way when requested or needed.
- **Customer service Responsibilities:** answering phones, taking and passing messages to the appropriate staff member, answering questions (on phone/in person), invoicing/checking out clients, taking payments (cash, credit card, checks), obtaining patient history, recognizing/preventing client confusion, preparing exam rooms for client and doctor, appropriate record keeping, prepping/pulling charts, making appointments, knowledge of Cornerstone software, calling owners with results, call owners to check on patients, call owners with updates, assisting/preparing for euthanasia, assisting clients with large purchases, assist clients with pets, maintain compassion and professionalism during high-stress situations.
- **Hospital Cleanliness Responsibilities:** sweeping, vacuuming, mopping, changing garbage, dusting, stocking and cleaning exam rooms, cleaning/scrubbing/sanitizing kennels, cleaning up vomit/stool/urine/spills, equipment maintenance, replenishing supplies, clean pet dishes, follow isolation ward protocols, cleaning & monitoring litter pans, laundry, keep odors to a minimum, overall hospital maintenance (indoors and outdoors), following/completing daily/weekly/monthly task lists.

***\*This is not necessarily a complete list! Some tasks may be assigned to a specific person to complete.\****

We strongly encourage all of our staff to continue their education and growth and to be proactive in their position.