

Kennel and Facilities Assistant Job Description

Required for this position: The ideal candidate for this position would possess the ability to do the following:

- Be able to work independently following assigned task listings
- Have the ability to identify tasks that need to be done and complete those tasks with attention to detail without requiring instruction to do so
- Follow directions with and without supervision
- Be detail oriented and thorough in all assignments
- Lift objects or pets of at least 30lbs
- Recognize certain behaviors in animals
- Learn and understand medical terminology and minor procedures
- Admit they do not understand and ask questions when a task is unclear
- Work with computers and other office equipment
- Spell, alphabetize, and perform basic mathematics
- Provide exceptional customer service
- Work well with others in a close environment

Persons to report to: Doctor, Veterinary Technician

Task Descriptions: As a Kennel and Facilities Assistant your job will entail several vital and important aspects of our clinic including hospital cleanliness, animal care and treatment, and customer service.

- **Hospital Cleanliness Responsibilities** - vacuuming; mopping; changing garbage; dusting; following daily, weekly and monthly task lists; cleaning surgery table and trays; cleaning and maintaining all sinks; maintaining litter boxes and hospital cats; laundry; kennel cleaning; dog waste management; proper dilutions for cleaning solutions; cleaning windows and doors; replenishing supplies (including paper towels, garbage bags, air fresheners, syringes and needles); knowledge of patient isolation protocols; and overall maintenance (both inside and outside the hospital) of the sights, smells and sounds of the hospital.
- **Animal Care and Treatment Responsibilities** - restraint; obtaining fecal and urine samples; assisting with toe nail trims, ear cleanings and anal gland expressions; minor bathing; minor mathematics (for dilution of chemicals); cleaning of surgical equipment; maintaining supply order board; maintaining cleaning supply inventory; knowledge of contagious diseases and isolation protocol; maintaining safety when walking patients and opening cages; stocking of supplies throughout hospital; always maintaining a high standard of patient care; and assisting the assistant, technician and doctors in any way asked to do so.
- **Customer Service Responsibilities** - assisting receptionist with filing and maintaining charts; appropriate record keeping; knowledge of computer system; assisting clients with multiple pets or large purchases; bringing up patients following discharge instructions; maintaining compassion, sympathy and professionalism during high-stress situations.

This is by no means a complete list. Some tasks may be assigned to a specific staff member to complete. Some tasks may be added or removed from this list as deemed necessary for the safety and wellbeing of our patients.

Emergency Situations: During an emergency situation, the Kennel and Facilities Assistant's job is to help the veterinary assistant and technician in being the "fetch" person (this may include handing supplies to the technician or doctor as the assistant prepares them) and in cleaning up once emergency has passed. This requires a strong knowledge of where important supplies are located throughout the hospital, as well as the ability to respond calmly and quickly, especially with clients.

Opportunities for Growth: There are several areas of potential growth as a hospital attendant in our hospital. By demonstrating the desire to perform and/or learn additional tasks, this position can be upgraded to Assistant should the position become available. These are just a few tasks that we feel would demonstrate the desire of a kennel assistant to learning and growing more in our hospital: ability to handle large, anxious and angry pets; ability to provide minor treatments (including feedings and oral medications) to hospitalized patients; keeping exam rooms clean between appointments; setting up fecal exams; stocking medical supplies; appropriate record keeping; knowledge of vaccines and their protocols; knowledge of where supplies are located; ability to notice when assistance is needed without being asked.

How this position is part of the team: By assisting the technician, assistant, and doctor, we can maintain the high standard of care for our patients that is extremely important. Every aspect of the patient's care rolls over into customer service as well. Serving the clients beyond their expectations with our animal care, customer service, and hospital cleanliness will enable us to forge strong bonds with our clients and their pets.