

MERCY ANIMAL HOSPITAL JOB DESCRIPTION

Head Technician

REPORTS TO: Practice Owners or Hospital Manager

Summary: The Head Technician at Mercy Animal Hospital will direct, plan, coordinate and perform a variety of duties concerned with animal health and client education in support of the Practice Owners to assure quality care for our patients and promote greater efficiency by assuming technical and administrative work and managing details. This position will supervise a team of technicians, assistants, and volunteers.

Education/Experience Requirements:

High School diploma required. Bachelor's degree from accredited college or university preferred but not required; or two-three years related experience as a technician in a leadership/management role and/or training; or equivalent combination of education and experience. Must demonstrate desire to continue learning in veterinary medicine, care and office skills. Proficiency with the Internet, Microsoft Office, Adobe, and AVImark preferred. Certification is not a requirement.

Required Personal Skills:

Ability to demonstrate mastery of all routine technician skills such as:

- Client Communication/Education
- Animal Handling/Catheter Placement/Injections
- Assist Veterinarians/Exam Room Protocol
- Laboratory/Digital Radiography/Ultrasound/Laser Therapy Procedures
- Medication Preparation
- Surgical Assistance/Hospitalized Patient Care
- Safety Protocols and Cleaning Standards

Ability to write routine reports and correspondence. Ability to read and interpret documents such as patient charts, vaccine histories, medical labels, safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively before small groups of customers or employees of the hospital. Ability to graciously deal with client complaints and billing questions. Ability to successfully communicate with diverse personality types. Ability to quickly grasp and master technological advancements in computer performance/electronic methods of veterinary care and practice.

Major Duties

- Lead a team of 2-4 technicians in their performance of a variety of technical and client education duties that facilitate the work of the veterinarians.
- Oversee assistants, upstairs kennel attendants and volunteers.
- Exhibit a technical knowledge of medications/diets/products sold, especially nutritional products and demonstrate salesmanship abilities. Explain and educate clients on the products and answer questions concerning products.
- Answer calls relating to pet care as directed from the front office. Educate clients and technical staff regarding policies where required.
- Knowledge regarding related federal and state animal health laws and regulations including OSHA. Ensure that the hospital and its employees are in compliance with regulations. Inform the Hospital Manager of any regulatory issues.
- Oversee auditing of charts for completeness and accuracy of information. Refer charts to the Hospital Manager for questions concerning charges and to the appropriate veterinarian for questions concerning treatment. Liaise with office manager to ensure front office staff are building charts appropriately and completely.
- Develop and oversee completion of daily checklists and weekly maintenance logs.



Personnel

- Monitor staff periodically throughout the day, encourage productivity, discourage behaviors that may be detrimental to the positive atmosphere of the work environment. Monitor compliance to job descriptions and “to do” lists. Ensure adherence to policies and procedures in accordance with handbook.
- Review Technician applications, screen applicants, check references and narrow the applicant choices before forwarding recommended applicants to Hospital Manager. Respond to all job applicants within 30 days by letter, phone or email.
- Make recommendations to the Hospital Manager concerning personnel matters. Direct on-the-job training for new hires. Discuss disciplinary actions needed with the Hospital Manager and assist with follow through. Resolve informal employee complaints; provide a general explanation of the nature and basis for hospital personnel policies and procedures. Maintain effective employee-management communication.
- Create and maintain monthly schedule according to hospital needs. Maintain attendance records including all call- ins, late, early out, and absences (unexcused and excused). Make decisions regarding time off requests, balancing needs of hospital and employee. Communicate issues to the Hospital Manager.
- Plan, schedule, conduct Technician meetings and maintain meeting minutes.
- Act as a liaison between Hospital Manager and team members.
- Handle performance evaluations for all front office team members in conjunction with Hospital Manager to include introductory, annual and performance counseling as needs arise individually. Intervene/oversee personnel issues and assist with conflict resolution.

Client Satisfaction

- Function as a contact person for clients concerning medical complaints or problems that the client may be experiencing with the hospital or a staff member. Make decisions regarding client complaints independently; however, know when to forward on to Practice Owners.
- Monitor, evaluate, and respond to client communications.

Inventory

- Assume responsibility for compiling an inventory order list, logging inventory in AVImark and other duties as assigned.
- Appoint Inventory Manager to assist with daily tasks. Work with Hospital Manager to develop Inventory Manager job description and detailed list of duties and responsibilities.
- Manage and monitor controlled drug logs and inventory levels.
- Organize, present and/or schedule Lunch and Learns, product training sessions, etc.
- Build friendly, professional relationships with vendor and sales representatives. Discuss new products with vendors and sales representatives and relay information to veterinarians and the Hospital Manager.
- Periodically check pricing across different vendors. Ensure costs are updated on a consistent basis in practice management software.

Other Duties

- Assist and fill in when vacant positions arise or when hospital flow warrants.
- Assist the Hospital Manager or Practice Owner with other duties as needed.

To apply, send an email with “Head Technician” in the subject line to Wesley Taylor, Hospital Manager at wes@mercyvets.com. Include a resume and a cover letter describing your current and past experience and why you think you would be a good fit for the position. Position open until filled.

