



## POSITION SUMMARY

**Wayside Waifs Inc.**

**Title:** Veterinary Technician Manager  
**Department:** Veterinary Clinic  
**Reports To:** Chief Veterinarian  
**Updated on:** November, 2016  
**Status:** Non-Exempt, Full-time  
**Approved By:** Vice President of Animal Welfare

The Mission of  
**Wayside Waifs**

*Wayside Waifs is a charitable animal shelter whose purpose is to place adoptable companion animals in responsible homes by providing temporary shelter, educating the public, and developing partnerships.*

### POSITION SUMMARY

Maintain best practices and provide high quality medical care for the animals sheltered at Wayside Waifs. Supervise and provide leadership to the veterinary technicians. Work closely with the Chief Veterinarian and other staff to assure the highest standards of animal health and husbandry. Provide excellent customer service to adopters, volunteers, foster parents, and the staff.

### PRIMARY ACCOUNTABILITIES

- Ensure that all animals receive the highest quality care.
- Maintain the highest standard of customer service.
  - 1) Maintain a professional manner at all times and respectful to other staff and clients.
  - 2) Assist adopter's with making informed decisions about their pet's care.
  - 3) Discuss difficult medical conditions with clients in a compassionate manner.
- Supervise and manage the veterinary technicians.
- Ensure all daily tasks are completed in a timely manner.
- Work closely with the veterinarians to ensure the highest quality of medical care for the animals at Wayside Waifs.

### ESSENTIAL FUNCTIONS & DUTIES:

- Prep animals for surgery
- Run blood work
- Assist the veterinarian with exams
- Discharge animals for the adoption floor
- Schedule appointments
- Provide care and oversight for animals undergoing treatment in the clinic
- Medicate shelter animals
- Schedule veterinary technicians to ensure coverage of the clinic, routinely and during vacations, illness, etc.
- Work with the team to ensure high level of customer service is consistently delivered.
- Train and mentor staff



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- Attend Leadership meetings
- Manage daily workflow in the vet clinic to ensure efficiencies
- Create the daily surgery schedule
- Maintain inventory and order all supplies for the vet clinic
- Provide timely response to phone calls and messages
- Schedule veterinary students for our preceptorship program
- Other duties as assigned

### **KEY COMPETENCIES**

- Strong communication skills, both verbal and written
- Excellent customer service skills.
- Strong attention to detail and task orientation
- Ability to accurately enter data into database programs for reporting purposes
- Ability to work under pressure and be able to multitask

### **POSITION REQUIREMENTS**

#### *Education/Experience Required*

- LVT or RVT preferred
- Supervisory experience required
- High School diploma required

#### *Physical Demands*

- Repetitive bending, stooping, standing, kneeling and similar movements required for purposes of cleaning, lifting of supplies/animals.
- Must be able to physically restrain dogs weighing 100lbs +
- Noise levels in kennel areas vary.
- Will be exposed to animal waste.
- Will be exposed to disinfectants.

### **SCHEDULE**

FT position. Weekdays with some evenings, weekends and holidays.