



# All Wise Owl Animal Hospital Employees

## Job Requirements

### SUMMARY

The following list of knowledge, skills, qualities and tasks are those expected of all Wise Owl Animal Hospital Employees no matter their job title, position, or department. This document should be considered an extension of the specific position job description(s).

## JOB DUTIES & RESPONSIBILITIES

### General Knowledge

- Know the range of services the practice provides.
- Be familiar with all Wise Owl Animal Hospital policies, procedures, and updates as laid out in the Employee Handbook.
- Follow OSHA standards. Be able to find Material Safety Data Sheets quickly.
- Know and use standard medical and business abbreviations.
- Use proper medical terminology when speaking and writing.
- Understand and ensure compliance with the legal and ethical guidelines surrounding confidentiality of client and patient medical records.
- Competently speak and write the English language legibly.

### General Tasks

- Always be in position and prepared to work by the start of each scheduled shift.
- Smile and maintain an even, friendly demeanor while on the job.
- Perform job tasks efficiently without rushing.
- Conduct self with integrity and commitment to the practice. Work efficiently and accurately to maximize productivity, taking initiative to find and complete tasks or assist other team members.
- Promote a positive attitude among staff.
- Handle stress and pressure with poise and tact.
- Be willing and available to stay late or through breaks, when needed, to assist with emergency or critical-care patients.
- Show respect for clients, team members, and animals (alive or deceased) at all times.
- Have the physical strength and ability to stand for an entire shift when needed, and be able to lift pets and objects weighing up to 50 pounds without assistance. Assist in lifting patients weighing more than 50 pounds.
- Stock hospital supplies and pharmaceutical, pet-food, and over-the-counter products.
- Ensure that medical supplies are always available. Add new items to the list of depleted supplies.
- Regularly check for outdated supplies. Remove and replace them as directed by the hospital manager.
- Keep client and patient information confidential.
- Monitor and maintain inventory. Discuss new purchases with the owner.

### Other Physical Requirements

- Ability to aid in stocking and restocking of various inventory items including, but not limited to dog food.

## WORK ENVIRONMENT

Hospital setting, where employee health is essential. There is an emotional component of grief and loss associate with terminal patients or grieving clients. Ability to work in a fast-paced clinic while providing excellent customer service is essential.

# POSITION QUALIFICATIONS

## Competency Statement(s)

- **Accountability** - Ability to accept responsibility and account for his/her actions.
- **Accurate** - Ability to perform work accurately and thoroughly.
- **Autonomy** - Ability to work independently with minimal supervision.
- **Communication, Oral** - Ability to communicate effectively with others using the spoken word.
- **Communication, Written** - Ability to communicate in writing legibly, clearly and concisely.
- **Detail Oriented** - Ability to pay attention to the minute details of a project or task.
- **Empathetic** - Ability to appreciate and be sensitive to the feelings of others.
- **Energetic** - Ability to work at a sustained pace and produce quality work.
- **Ethical** - Ability to demonstrate conduct conforming to a set of values and accepted standards.
- **Friendly** - Ability to exhibit a cheerful demeanor toward others.
- **Honesty / Integrity** - Ability to be truthful and be seen as credible in the workplace.
- **Organized** - Possessing the trait of being organized or following a systematic method of performing a task.
- **Patience** - Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- **Problem Solving** - Ability to find a solution for or to deal proactively with work-related problems.
- **Reliability** - The trait of being dependable and trustworthy. Relates directly to attendance and punctuality.
- **Responsible** - Ability to be held accountable or answerable for one's conduct.
- **Self-Motivated** - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- **Tactful** - Ability to show consideration for and maintain good relations with others. Keeping area neat and cleaning up to maintain a neat workplace.

## SKILLS & ABILITIES

### Computer Skills

- Ability to understand and use a Mac based computer system and network.
- Ability to understand and use ezyVet properly and efficiently.
- Ability to understand and use Ximble properly and efficiently.

### Other Requirements

- Ability to multi-task, prioritize, follow directions and learn new material in a highly physical environment.
- Updates job knowledge by participating in educational opportunities; monthly trainings/meetings and reading professional journals.

**This document is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Rather, it is considered as an extension of the specific position job description. Additional functions and requirements may be assigned by management and administrators as deemed appropriate.**

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Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date