



ALL WISE OWL ANIMAL HOSPITAL EMPLOYEES

JOB DESCRIPTION



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:

- Demonstrate a clear understanding of the full range of services offered by Wise Owl Animal Hospital
- Stay up to date with all clinic policies, procedures, and updates as outlined in the Employee Handbook
- Comply with OSHA standards; know how to quickly locate Material Safety Data Sheets (MSDS)
- Understand and correctly use standard medical and business abbreviations
- Communicate using accurate medical terminology in both spoken and written form
- Maintain and ensure compliance with all legal and ethical standards regarding client and patient confidentiality
- Speak and write in clear, professional, and legible English

General Tasks:

- Be on time and ready to work at the start of every scheduled shift
- Maintain a friendly, professional demeanor at all times
- Perform tasks efficiently and accurately without rushing
- Demonstrate integrity, initiative, and commitment to the practice
- Take ownership of tasks; assist team members proactively
- Foster a positive and respectful team environment
- Handle stress and high-pressure situations with composure and tact
- Be available to stay late or work through breaks when needed for emergencies or critical-care cases
- Treat clients, coworkers, and all animals (living or deceased) with respect and compassion
- Physically capable of standing for entire shifts and lifting up to 50 lbs independently; assist with lifting heavier patients as needed
- Restock hospital supplies, food, pharmaceuticals, and OTC products regularly
- Ensure medical supplies are available; track and report depleted or outdated items
- Maintain confidentiality of all client and patient information
- Monitor inventory and discuss new purchases with the hospital owner

Other Physical Requirements:

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



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WORK ENVIRONMENT

This job is in a hospital where keeping employees healthy is very important. You will need to handle the emotions that come with caring for very sick or terminal patients and their grieving owners. Ability to work in a fast-paced clinic while providing excellent customer service is essential.

POSITION QUALIFICATIONS

Competency Statements:

- **Accountability:** Takes responsibility for actions and decisions.
- **Accuracy:** Performs tasks thoroughly and precisely.
- **Autonomy:** Works independently with minimal supervision.
- **Oral Communication:** Communicates clearly and effectively verbally.
- **Written Communication:** Writes clearly, legibly, and concisely.
- **Detail-Oriented:** Pays close attention to all aspects of a task or project.
- **Empathy:** Understands and respects the feelings of others.
- **Energetic:** Maintains consistent effort and produces quality work.
- **Ethical:** Acts in accordance with moral principles and workplace standards.
- **Friendly:** Displays a positive and approachable attitude.
- **Honesty & Integrity:** Is truthful and trustworthy, earning credibility.
- **Organized:** Follows systematic methods and keeps work orderly.
- **Patience:** Remains calm under pressure and avoids rushing decisions.
- **Problem Solving:** Identifies issues and proactively finds effective solutions.
- **Reliability:** Dependable with strong attendance and punctuality.
- **Responsibility:** Holds oneself accountable for actions and conduct.
- **Self-Motivated:** Driven to complete tasks efficiently without external prompting.
- **Tact:** Demonstrates consideration and maintains good relationships.
- **Workplace Cleanliness:** Keeps work areas neat and orderly.

SKILLS & ABILITIES

Computer Skills:

- Proficient in using Mac-based computer systems and networks
- Skilled in operating ezyVet software efficiently and accurately
- Experienced with Ximble scheduling software and tools

Other Requirements:

- Ability to multitask, prioritize tasks, follow directions, and quickly learn new information in a fast-paced, physical work environment
- Committed to ongoing professional development through monthly trainings, meetings, and reading relevant journals

This document is not intended to serve as an exhaustive list of all functions, responsibilities, skills, or abilities associated with this position. It is intended to complement the official job description. Additional duties and requirements may be assigned by management or administrators as deemed necessary.

Employee Name (Print)

Employee Signature

Date