

Young's Animal Hospital Kennel Technician Job Description/Requirements

- **Required for this position:** The ability to follow directions with and without supervision; the ability to lift objects or pets of at least 30lbs; the ability to recognize certain behaviors in animals; the ability to learn and understand medical terminology and minor procedures; the ability to admit or ask questions when a task is unclear; the ability to work with computers and other office equipment; the ability to spell, alphabetize, and perform basic mathematics; and the ability to provide exceptional customer service.
- **Task Descriptions:** As a kennel assistant, your job entails several important aspects of our hospital; animal care and treatment, customer service, and hospital cleanliness.
- **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); 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 assistants, technicians and doctors in any way asked to do so.
- **Customer Service Responsibilities** - appropriate record keeping; knowledge of computer system; bringing up patients following discharge instructions; maintaining compassion, sympathy and professionalism during high-stress situations.
- **Hospital Cleanliness Responsibilities** - vacuuming; mopping; changing garbage; dusting; following daily, weekly and monthly task lists; maintaining litter boxes and hospital cats; laundry; kennel cleaning; proper dilutions for cleaning solutions; cleaning windows and doors; replenishing supplies (including paper towels, garbage bags, air fresheners); knowledge of patient isolation protocols; walking the building perimeter to pick up trash, feces, etc.; and overall maintenance (both inside and outside the hospital) of the sights, smells and sounds of the hospital.

*****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 well being of our patients.***

- Must be available to work Saturdays
- Must be available for weekly staff meeting – every Wednesday from 7:00am – 8:30am
- Will require some shifts beginning at 6:15am, and some shifts ending at approximately 7:00pm
- Must be computer proficient
- Must have excellent client service skills
- Must possess excellent phone etiquette skills
- Required to wear scrubs and closed toe shoes (uniform policy)