



pasadena humane society & spca

Overnight Veterinary Assistant

FLSA Classification
Full-Time, Non-Exempt

REPORTS TO: Director of Veterinary Health
DIVISION: Veterinary Health
DEPARTMENT: Veterinary Health
PROGRAM: Veterinary Health, Field Services

JOB DESCRIPTION

SUMMARY/OBJECTIVE

Provide community support through answering the phones, screening telephone calls and assigning officers to urgent requests for animal control locations as needed.

SUPERVISORY RESPONSIBILITIES: None

JOB DUTIES AND RESPONSIBILITIES

- Act as PHS operator and first line for customer service for Field Services department
- Receive and triage animals with assistance of an ACO (Animal Control Officer)
- Set up animals in kennels with appropriate food, water and bedding according to species
- Monitor animals comfort and pain level and assess need for emergency care
- Communicate clearly and regularly with ACO's
- Utilize tact, self-restraint, judgement and strategy in dealing with a wide variety of callers
- Have knowledge of animal ordinances and licensing requirements and proactively assist customers with challenges
- Enter data into the computer system
- Assign service calls and requests for service to on-duty field officers
- Maintain accurate records and reports accordingly to Field Services
- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy
- Ensure a safe working environment and actively participate in PHS safety programs
- Participate as needed in special department projects
- Work as a team member with other departmental managers
- Perform other duties as assigned



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REQUIREMENTS AND QUALIFICATIONS

- Must provide proof of current CET (Certified Euthanasia Technician) certificate or obtain the certificate within 3 months of hire
- Must be comfortable and confident working with a variety of species, including wildlife
- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team environment
- Maintain a positive and professional approach
- Must come to work regularly and on time
- Must follow directions, take criticism well, get along with coworkers and supervisors
- Treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior
- Must be able to work independently with minimal supervision

SKILLS AND QUALIFICATIONS

- At least one (1) year experience as a veterinary assistant
- Possess the knowledge and manual dexterity to operate a computer terminal
- Understand and follow verbal and written instructions
- Follow departmental policies, rules, laws and regulations
- Evaluate sensitive and dangerous situations to adopt a quick, reasonable and effective course of action during stressful situations.
- Interact and communicate effectively with a culturally diverse population
- Must be at least 18 years old
- Must have a high school diploma or GED
- A conviction of any felony offense is cause for disqualification from employment; certain misdemeanors other than an honorable military discharge may be cause for disqualification
- Bilingual a plus
- Proficient in computer applications, including the shelter system, Microsoft Office suite and email
- Strong sense of professional judgment and ability to maintain confidentiality

WORK SCHEDULE

- Must be able to work a minimum of forty (40) hours per week.
- Must be able to sit for long periods of time
- Must be available to work any night of the week, including weekends and holidays



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- Must be available to work overtime as needed and as assigned by the Director of Field Services
- Must report to duty during any emergency or natural disaster situation

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.