

City of San José
CLASS SPECIFICATION

Title: Animal Health Assistant/Technician FT/PT (3253/3260/3263/3264)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, provides paraprofessional medical care and treatment to animals at the animal shelter or Happy Hollow Park & Zoo. Assists veterinarian staff in surgery. Ensures that all equipment and instruments are operable and sanitized. Performs physical exams on shelter or zoo animals, and gives vaccinations. Prepares animals for surgery, induces and monitors anesthesia, recovers animals from surgery and monitors recovery and healing. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Animal Health Assistant/Technician is a two level flexibly staffed class. The Animal Health Assistant/Technician assumes responsibility for performing the full range of duties associated with the paraprofessional medical care and treatment of animals. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Animal Care Attendant in that the latter class is responsible for the feeding and housing of animals in the shelter. The Animal Health Assistant is distinguished from the Animal Health Technician in that the latter is responsible for inducing and monitoring anesthesia. This class is distinguished from the Animal Services Officer in that the latter class enforces county and state laws, and city ordinances governing the restraint, licensing, vaccination, impoundment, care, and quarantine of animals. It is also distinguished from the Zoo Curator in that incumbents of the latter class are responsible for planning and conducting a comprehensive range of zoo activities including exhibit design/repair, animal acquisition/disposition, collection planning, and collection animal record-keeping.

QUALIFICATIONS

Minimum Qualifications

Animal Health Assistant

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND one (1) year of experience handling and caring for animals.

Required Licensing (such as driver's license, certifications, etc.)

None.

Animal Health Technician

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND one (1) year of experience handling and caring for animals.

Required Licensing (such as driver's license, certifications, etc.)

Current California license in good standing as a Registered Veterinarian Technician.

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Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Assists the Veterinarian in surgery; ensures that all equipment and instruments are operable and sanitized.	Daily/Several Times
2.	Performs physical exams on animals, and gives vaccinations.	Daily/Several Times
3.	Creates and maintains accurate health records, both written and electronic using shelter or zoo management software.	Daily/Several Times
4.	Cleans clinic and exam areas, maintains veterinary instrumentation.	Daily/Several Times
5.	Prepares animals for surgery, induces and monitors anesthesia, recovers animals from surgery and monitors recovery and healing.	Daily/Several Times
6.	Handles animals safely using low-stress handling methods and techniques that prevent disease transmission.	Daily/Several Times

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7.	Works closely and communicates frequently with medical staff teammates to delegate and complete tasks.	Daily/Several Times
8.	Trains and supervises volunteers and veterinary interns.	Daily
9.	Completes and maintains records on animals, including health check forms, surgical forms, Head to Lab forms, and forms for lab samples being sent to an outside laboratory.	Daily
10.	Checks and monitors the health of all animals; renders first aid and emergency treatment as required; gives medications and performs other medical treatments on animals as directed by supervising veterinarians.	Daily
11.	Maintains pharmaceutical and other veterinary medical supplies; inventories, stocks, orders and receives shipments; maintains accurate records for controlled substances.	Daily
12.	Answers clinic phones and assists public and volunteers with questions about veterinary care and shelter services.	Daily
13.	As directed, euthanizes animals exhibiting various behaviors or medical conditions; perform these duties in a safe manner.	Weekly
14.	Performs dental cleanings, dental radiographs, and dental extractions.	Weekly
15.	Performs radiographs; draws blood; prepares blood work and other samples to be sent to an outside laboratory; performs skin scrapings and cytology.	Weekly
16.	Prepares specimens for laboratory examination, and performs radiographic imaging.	Weekly
17.	Receives stray and relinquished animals that are brought to the shelter; assists the public in claiming impounded animals; receives associated fees.	As Required
18.	Feeds and cares for animals; properly kennels all animals.	Intermittent
19.	Cleans and disinfects facilities, kennels, and equipment as necessary.	Intermittent
20.	Receives complaints and reports from the public and other agencies regarding stray animals, animal nuisances, injured animals, or abuse of animals. May assist in answering emergency calls concerning persons bitten by animals and ensures appropriate action is taken.	As Required
21.	Assists the public in adopting pets by selecting the most marketable animals; brings selected animals to the front desk; answers questions regarding age, breed characteristics and treatment of animals; and advises the public of legal rights concerning pet ownership. Explains and interprets animal control laws, ordinances, regulations, procedures, and policies to the public.	As Required
22.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person and over the telephone or radio;

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- Maintain professional demeanor during interactions with staff, customers, and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Maintain strength, stamina, and mobility to perform low to medium physical work for long durations;
- Respond to changing emergency conditions;
- Lift, carry, push, and pull materials and objects (such as animals and equipment) up to 50 pounds, or heavier weights, in all cases with the use of proper equipment;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, moving mechanical parts, inclement weather conditions, confined workspaces, toxic or caustic chemicals, hazardous physical substances, odors, gases, dust, and blood borne pathogens while using hypodermic needles on animals, and animal scratches and bites.

CLASSIFICATION HISTORY *Created 3/01, 10/04 (Part-time added), Rev. 08/18, Rev. 11/23*