



CLINICAL AIDE

Department /Program: Hopi Veterinary Services
Reports To: Veterinary Technician
Salary/Hourly Range: 18
FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED
PD Revised: 09/12/2017

INTRODUCTION

This position is responsible for providing receptionist/clerical services and medical assistance in support of the Hopi Veterinary Services. The work consists of duties that involve various related steps, processes and methods. The decision regarding what needs to be done involve various choices requiring the incumbent to recognize the existence of and differences among several alternatives. The incumbent is under general supervision and line authority of the Veterinary Technician. The supervisor makes specific assignments with clear, detailed and specific information. The incumbent works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Assists in monitoring office activities; keeps supervisor informed of details affecting office management decisions; recommends improvement where needed to decrease response times & streamline work processes; works cooperatively & jointly with others to provide quality customer service; assists in supervising staff in the absence of the supervisor.
2. Politely greets and assists visitors and telephone callers; provides information about the office; responds to inquiries of routine matter and directs non-routine inquires to appropriate personnel; ensures timely responses to internal and external requests; logs-in and routes incoming mail; establishes and maintains an efficient and effective records management system; ensures confidentiality of medical records and related clinical documents.
3. Assist staff in caring for animals under treatment for disease(s) or injury; transports sick animals; applies restraints as necessary; keeps hospitalized animals clean, fed and watered; under supervision of the veterinarian administers medication as needed.
4. Receives payments and posts to appropriate accounts.
5. Sterilizes surgical instruments, syringes, test tubes and other equipment; uses germicides and autoclaves as instructed; and assist in cleaning the facility.
6. Assists with the proper & timely processing of tribal and other relevant forms, i.e., requisitions, timesheets, travel authorizations, travel expense claims, etc., in accordance with tribal financial policies & procedures; submits transaction documents to appropriate office for certification & processing; maintains inventory of office supplies.
7. Maintains office calendar; reminds staff of events, meetings, conferences, etc.; participates in planning of meeting workshops and/or conferences; may provide for logistical arrangements, clerical guidance, i.e., arranges meetings or conferences and maintains daily appointment calendars.
8. Perform other related duties as assigned or authorized to achieve Tribal/Program goals and objectives.

PERSONAL CONTACTS

Contacts are with employees within/outside the work unit, livestock and pet owners, government agencies, vendors and the general public. The purpose of these contacts is to exchange factual information, provide services/assistance, coordinate work efforts and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

The work is both sedentary and physical. The incumbent performs work in a clinical environment and in the field. Physical exertion involves long periods of standing, walking over rough, uneven or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities in varying weather conditions and lifting of moderately heavy objects. The work involves risks associated with exposure to potentially dangerous situations such as handling, restraining and transporting livestock; exposure to disease conditions and agents which are highly contagious, infectious, noxious, and communicable to

humans. The incumbent is required to observe all safety precautions, wear protective clothing and gear. Travel on and off the reservation is required.

MINIMUM QUALIFICATIONS

1. Required Education, Training and Experience:

Education: High School Diploma or G.E.D. Certificate;

AND

Experience: One (1) year experience performing similar duties as prescribed which includes handling large and small animals;

OR

Any equivalent combination of Education, Training, and Experience that demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

Knowledge:

- Working knowledge of veterinary/medical terms;
- Knowledge of records management systems, techniques and methods;
- Knowledge of safety precautions when working around any species of animal;
- Knowledge of safe handling of surgical equipment and tools;
- Knowledge of basic office machines/equipment and applicable computer software.

Skills:

- Skill in verbal and written communications;
- Skill in maintaining an effective and efficient records management system; accuracy is essential;
- Skill in operating basic office machines/equipment and applicable software;
- Skill in customer service.

Abilities:

- Ability to handle small and large animals;
- Ability to follow verbal and written instructions;
- Ability to work independently and take initiative;
- Ability to maintain strict confidentiality of clinic and client correspondence & records;
- Ability to establish and maintain positive professional working relationships with others.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
3. Must be able to pass mandatory and random drug & alcohol screening.
4. Must not have any felony convictions.
5. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.

DESIRED REQUIREMENT

1. Have a strong desire to work with animals in a clinical setting.