

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

For consideration and additional information, please go to:

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Benefits:

- Cafeteria Plan
- Zoo Day
- Conservation Day
- 403 (b) Retirement Plan
- Free Zoo Membership
- Company parties
- Competitive salary
- Dental insurance
- Employee discounts
- Free food & snacks
- Free uniforms
- Health insurance
- Training & development
- Wellness resources
- Paid time off
- Vision insurance

Are you passionate about exotic animals and eager to make a real difference in their lives? Look no further! We have an immediate opening for a talented and compassionate Veterinary Technician to join our dedicated team at the Santa Barbara Zoo.

Description: Under general direction of the staff veterinarian, the veterinary technician or veterinary assistant assists the veterinarian in all aspects of health care for the animal collection, including the coordination of quarantine care. Duties include, but are not limited to, assisting the veterinary team with preventative health procedures and emergency care, maintaining the hospital and other animal care areas in sanitary condition, administrative duties including ordering supplies, data entry and record keeping, guest relations, and general zoo team involvement.

Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Completion of an accredited veterinary technician program or a minimum of 2 years paid veterinary technician experience preferably with non-domestic and exotic animals in a zoo or similar facility, or in a veterinary hospital, or any equivalent combination of education or experience. Registered veterinary technician (RVT) certification in California is preferred, or eligibility and/or ability to obtain licensing in CA within 6-12 months of employment.

Applicant must have excellent interpersonal and communication skills; a positive, calm & professional attitude to work successfully in our collaborative environment; be able to work well independently as well as with a team; be reliable; with excellent time management and problem-solving skills; the ability to successfully multi-task various

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

duties and responsibilities in a timely and reliable manner, with appropriate follow-through and accuracy; understand and follow established hospital processes and procedures (i.e. SOPs).

This is a non-exempt, full time position **for a period of 12-months**

Wages range from \$21.20-24.00/hour, DOE

The schedule is Sunday-Thursday 8:00AM-5:00PM, some exceptions may apply based on business necessity.

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The Santa Barbara Zoological Gardens is dedicated to the preservation, conservation, and enhancement of the natural world and its living treasures through education, research, and recreation.

We conduct ourselves, and our organization with integrity. We are honest, accountable, and loyal at all times.

We commit to quality. We provide the finest animal care and facilities; a safe, fun, easy, and educational experience for our guests; progressive and relevant programs; a clear vision for our future.

We treat others with respect; we are compassionate and considerate in our actions.

JOB DESCRIPTION

Job Title: Veterinary Technician

| **Position Status:** | Non-Exempt | | **Department:** | Animal Health

| **Location:** | 500 Ninos Drive |

| **Reports to:** | VP of Animal Care and Health, Associate/Associate Veterinarian |

SUMMARY:

Under general direction of the Vice President of Animal Care and Health and Associate/Staff Veterinarian, the Veterinary Technician assists the Veterinarians in all animal health care functions, including the coordination of quarantine care.

ESSENTIAL DUTIES include the following:

Animal Health

- Assists the Veterinarian in the medical care of the animal collection including all species of mammals, birds, reptiles, amphibians, fish and invertebrates.
- Under general supervision, assists the Veterinarian with all animal health care duties, such as but not limited to, including injections, venipuncture, administering medications and vaccines, and wound dressings, etc.

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

- Prepares patient, medications, equipment, and instruments for surgical procedures, or basic examinations, using specialized knowledge, and holds or restrains animal during procedures.
- Assists with anesthesia and chemical immobilization, anesthesia monitoring, and assists in surgery in accordance with verbal instructions.
- Completes routine laboratory tests and prepares biological specimens for shipment.
- Storage and archiving of biological samples.
- Operates and maintains radiographic equipment, and oversees the staff radiation monitoring program.
- Provides husbandry for hospitalized and quarantined animals and assists with animals requiring hand rearing.
- Adheres to quarantine protocols in the care and maintenance of quarantined animals.
- Assists with necropsies and maintain the necropsy facility.
- Maintains the veterinary hospital and equipment, quarantine facility and necropsy facility in a satisfactory state of cleanliness at all times.
- Maintains all medical equipment and capture equipment.
- Maintains the treatment and surgery rooms, and hospital animal holding spaces.
- Supervises and performs cleaning, disinfection and sterilization of surgical instruments, equipment and hospital areas.
- Participates in animal health related training such as, but not limited to, darting training, weapons training, zoonotic disease training, animal training for medical behaviors.
- Maintains the pharmacy including rotating inventory and removing expired drugs, and ordering pharmaceuticals and supplies under the direction of the Veterinarian.
- Maintain SDS/GHS system.
- Assists the Veterinarian with research and conservation programs.
- Participates in conservation field work when possible and providing medical skills when required.
- Performs all animal-related procedures in a safe manner for both staff and animals, including following established Standard Operating Guidelines (SOG's) and protocols.
- Communicates veterinary information in a timely and friendly manner to both the animal health and animal care teams.
- Providing training to keepers on basic veterinary procedures such as administering injections and medications, under direction of the Veterinarian.
- Responsible for referring animal health problems to the appropriate source in absence of the Veterinarian and assisting in implementing the appropriate veterinary care under the referral or on-call veterinarian's direction. Acts as liaison with referral or on-call veterinarian and Animal Care Staff until the Staff/Associate veterinarian returns.
- Assists with coordination of the activities of veterinary and veterinary technician students, volunteers, and other individuals as directed by the Veterinarian.

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

- Performs other related duties required by the Veterinarian to maintain and operate the hospital safely and efficiently.
- Adheres to the Zoo's policies and procedures as outlined in the Employee Policy Manual.
- Attends monthly all-employee meetings.

Administrative

- Purchases animal health supplies, medications, and services in accordance with the animal health budget.
- Responsible for maintaining and removing all expired drugs in a timely fashion.
- Maintains animal health and collection status record keeping through ZIMS & ZIMS Medical and other related digital files.
- Compiles and generates required reports on animal health and collection status as needed.
- Assists with animal transactions.
- Assists the Registrar with documentation and reports as needed.
- Co-ordinates maintenance and purchasing of veterinary equipment.
- Assists with animal health budgeting through tracking expenses and preparing budget reports.
- Maintains MSDS/GHS systems.
- Liaises with veterinary staff, animal care staff, the registrar and finance staff about administrative matters.
- Manages accounts with vendors and our finance department.
- Performs quarterly hazard reports.

Guest Relations:

- Confirms that exhibits are presented to maximize a positive guest experience and meet zoo goals for cleanliness and maintenance.
- Conducts tours for visitors and volunteers as requested.
- Associates with guests on a regular basis to share information and offer assistance.
- Responds to all guest inquiries, complaints, and comments according to Zoo guest relation procedures.
- Develop and presents formal and informal educational programs.

Staff Development:

- Supervises Volunteers and Interns.
- Shares critical information, best practices, and procedures on a consistent basis with staff.
- Coaches coworkers, volunteers and interns and provides informal feedback.
- Provides training for new keepers on husbandry Standard Operating Guidelines (SOG's).

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

Operation and Business:

- Exemplifies the highest ethical standards to ensure the health and well being of the animal collection.
- Adheres to all regulatory standards such as OSHA, USDA Animal Welfare Act, regional, federal, and AZA standards.
- Reports animal maintenance issues and potential hazards for staff.
- Ensures consistent productive operating practices by identifying areas for potential revenue generation, reduction of costs and more efficient procedures.
- Holds peers accountable for their performance.
- Performs routine maintenance when appropriate.

SECONDARY DUTIES:

- Other duties related to health care of animal collection.
- Other duties as assigned to maintain efficient and quality Zoo operations.

Guest Relations

- Greets every guest with a smile.
- Thanks guests for supporting/visiting the Zoo.
- Answers phone calls, voice mails, and e-mails promptly.
- Insures the Zoo's presentation standards for cleanliness and maintenance are met by keeping work areas clean, picking up trash, reporting unsafe or unsightly conditions.
- Maintains a clean neat appearance and adheres to the Zoo's uniform dress code.
- Takes responsibility to stay informed about happenings at the Zoo, such as reading employee communications and attending meetings.
- Reflects the qualities outlined in the Guest Relations Statement and the Employee Pledge, as well as our Core Values.

POSITION CRITERIA:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and environmental characteristics described below are representative of the knowledge, skill, ability, and working and physical elements required of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

- Completion of an accredited veterinary technician program or a minimum of 2 years paid veterinary technician/assistant experience in animal care, preferably with non-domestic and exotic animals or in an AZA accredited facility.
- Experience in animal husbandry.
- Experience in the operations of a veterinary facility or hospital.

License, Certification, or Preferred Qualifications:

- Valid registered veterinary technician (RVT) certification in the State of California. This license must be maintained with respect to CE.
- Bachelor's degree in Life Science such as Animal Science, Biology, Zoology, Ecology or closely related discipline is preferred.
- Valid CA driver's license with good driving record is desirable.

Knowledge, Skills and Ability:

- Knowledge of animal health including an understanding of species and individual specific behavior to assess behavioral and medical situations.
- Knowledge of USDA Animal Welfare Act, Regional, Federal and AZA standards associated with animal welfare and applicable regulations.
- Knowledge of animal nutritional needs.
- Knowledge of weaponry use.
- Ability to develop and present formal and informal educational programs.
- Ability to interact within a team environment.
- Ability to work within a budget and manage expenses.
- Basic computer skills (ZIMS, Word, Excel, Outlook, Word).
- Ability to follow oral and written direction.
- Effective oral and written communication skills.
- Ability to develop warm and friendly relationships at work.
- Ability to interact courteously and respectfully with supervisors, fellow employees, volunteers, and our guests.
- Ability to exercise safe work practices while in proximity of potentially dangerous animals or substances.
- Awareness of, sensitivity to, and empathy with animals.

Physical Demands & Work Environment:

- Requires the ability to access all areas of the facility, including all animal areas of the zoo fulfilling all requirements of the title.
- Must be able to participate in animal husbandry practices; including the ability to lift 50 lbs., climb stairs, manipulate tools, and stand/walk for up to two continuous hours.
- Ability to make fast, simple, precise, repeated movements of the fingers, hands, and wrists.
- Ability to quickly move hand, hand together with your arm, or two hands to grasp, manipulate, or assemble objects.

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

- Ability to see details at close range, within a few feet of the observer.
- Exposure to diseases and infections.
- Exposure to minor cuts, burns, and stings.
- Involves working out-of-doors in all weather conditions.
- Supportive and open employment culture.

Tools Used:

- Standard office equipment; telephone, copier, printer, facsimile machine, and calculator
- Personal Computer and software (Word, ZIMS, Excel, Outlook)
- Standard cleaning equipment such as hoses, rakes, shovels, and brooms
- Standard veterinary care equipment such as, but not limited to, digital X-ray machine, CT machine, ultrasound, endoscope, microscope, anesthetic monitoring equipment, gas anesthetic machine, autoclaves
- Two-way radio
- Capture equipment including darting equipment
- Electric cart
- Hand tools

This job description is representative of the expectations of the position described. Additional duties, reporting relationships, and/or position criteria may be assigned as deemed necessary by the Chief Executive Officer or authorized representative. No changes to this job description shall be made without written permission by the Chief Executive Officer or authorized representative.

The Zoo reserves the right to revise this job description at any time. The job description does not constitute a contract for employment, and does not guarantee employment for any specified period of time. The job description does not in any way alter the at-will employment relationship.

Compensation: \$21.20 - \$24.00 per hour

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Do you love animals and working with people? Join the fun, caring, friendly, and energetic team at the Santa Barbara Zoo in our mission of preservation, conservation, and enhancement of the natural world and its living treasures through education, research, and recreation.

Once you apply, please make sure to check your spam folder if you do not see an email response from the Zoo.

The Santa Barbara Zoo is a private 501(c)(3) nonprofit corporation and is a fully accredited member of the Association of Zoos and Aquariums. Known as one of the

Job Title: Veterinary Technician Full Time Santa Barbara Zoo

world's most beautiful zoos, it is located on 30 acres of lush botanic gardens overlooking the Pacific Ocean. It is home to more than 146 animal species living in open, naturalistic habitats. Our wonderful collaborative team includes up to 220 employees and 50 volunteers.