

It's fun to work in a company where people truly BELIEVE in what they are doing!

We're committed to bringing passion and customer focus to the business.

Pet Emergency & Specialty Center - South County is hiring a Lead Veterinary Technician to join our amazing team!

Purpose:

The Nursing Care Supervisor performs a vital role in our practice, supervising efficient hospital operation, personnel, and provision of excellent patient care. The responsibilities of this position also include all of those listed in the job description for a Lead Technician.

- Oversee all aspects of medical care, from a technician perspective, including, but not limited to, quality of nursing care, anesthetic procedures/protocols, surgical assistance procedures/protocols, laboratory procedures/protocols, radiology procedures/protocols, safety procedures/protocols, hospital maintenance, and infectious disease control.
- Complete and distribute each schedule by the 15th day of the preceding month.
- Maintain strict confidentiality regarding all issues of salary and personnel management.
- Working with PA to manage regular evaluation of personnel in compliance with all pertinent labor laws and practice policies.
- Conduct working interviews with potential hourly employees.
- Serve as an active leader of staff members when in the clinic, directing the work of volunteers, assistant technicians, technicians, and lead technicians.
- Meet regularly with PA and MD to ensure good communication and smooth hospital operation.
- Oversee and participate in the staff training.
- Treat all employees with respect and understanding.
- Have an excellent knowledge of Ezyvet and smartflow being the "hospital expert" and assisting in the management and execution of new protocols in the software.

Lead Responsibilities:

- Help to foster and maintain a positive atmosphere on the ER service and in the hospital.
- Encourage a "team atmosphere" on shifts by treating other staff members with respect, recognizing achievement, and encouraging growth.
- Ensure the effective communication with other services.
- Interface with CSRs to identify their needs and ensure a smooth flowing shift.
- Evaluate, coordinate and supervise the workflow and activities of the Technicians.
- Notify the PA of all staffing requirements or issues.
- Monitor and document attendance of staff on shift.
- Take the initiative to handle any client that seems to be uncomfortable or unhappy with any aspect of the service.
- Identify their needs and define and implement compassionate solutions for their concerns in order to ensure the client's satisfaction.
- Immediately notify the PA and MD if the client is still upset after their intervention
- Distribute the tasks between the staff in order to ensure that all the roles have been covered in every shift with the appropriate levels of personnel.
- Ensure that all the ER Technicians read and understand the information provided in PESC emails, bulletins, mailbox and communication boards.
- Disseminate new information to the staff and ensure it is properly implemented.
- Identify procedural deficiencies.
- Propose and implement solutions.
- Set up and implement a training program/schedule for technicians new to the hospital,
- Identify training needs of the staff.
- Design and develop different training mechanisms in order to improve the skills and knowledge of the team.
- Provide mentorship for other technicians on the service.
- Assist new staff members in becoming familiar with the PESC.

- Supervise work of volunteers, veterinary assistants, and technicians to ensure excellent patient care and client service.
- Specifically, monitor nursing care/treatment sheets, timely completion of diagnostic tests, and client interaction.
- Ensure all the treatments are included on the treatment sheet.
- Take an active role in interviewing potential technicians. Complete the evaluation paperwork shortly after the interview. Participate in the evaluation process of staff. Complete all evaluations by the stated deadline.
- Be knowledgeable of all inventory and supplies needed, Ensure that samples being sent to various laboratories are handled properly and the paperwork is completed correctly.
- Ensure the hospital is organized, stocked and clean*

Technical Responsibilities:

- Become proficient in the preparation for all procedures: materials, instruments and equipment needed, clean up, etc.
- Become familiar with all aspects of surgical equipment including cleaning, sterilizing, packing and maintaining.
- Be able to perform all treatments on patients.
- Perform all the ER Core Technicians Responsibilities

The above is only a partial list of job responsibilities. 'In addition, you may be asked to perform other tasks.

We invest heavily in our employees with many opportunities for growth and development! We offer outstanding benefits including medical, dental, and vision insurance, life insurance, paid time off, continuing education, generous pet discounts and much more!

Please visit our website <https://www.pescsandiego.com/> to learn more about Pet Emergency & Specialty Center! Please send resumes to lee.pitts@pathwayvets.com , serious applicants only, please.

Apply today! We look forward to hearing from you!

If you like wild growth and working with happy, enthusiastic over-achievers, you'll enjoy your career with us!

All candidates applying to positions in the state of California must undergo additional background screening prior to being selected.

Apply Here: <https://www.click2apply.net/g2R8AmSDkmGXHQwbCIN61>

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