



ECC Technician Lead

Veterinary Specialty Hospital (VSH) is looking to hire a full-time ECC Lead to join its emergency and critical care department in San Diego, California

About Veterinary Specialty Hospital: At VSH our mission is to advance the veterinary profession through our leadership in medicine, education, business and promotion of the human-animal bond. We strive to bring together caring, warm and intelligent people who love to serve and help and are among the best in their field.

About the role

The **ECC Technician Lead**, under the general supervision of the Hospital Services Manager/Hospital Supervisors assists with implementing and maintaining the highest level of service and care to clients and patients. This role is 75% technical and 25% administrative.

Schedule TBD

- Serve as the liaison between leadership and staff for your departments
- Oversee assistants, technicians and volunteers/externs on a daily basis
- Maintain the department workflow and assess situations as they arise and help find solutions that best fit the needs of the department and hospital.
- Monitor department staff, encourage productivity, positive work environment
- Participate in developing, maintaining, and updating training procedures to ensure that all current and newly hired staff members are trained and knowledgeable in all areas of the hospital
- Work with the technical coordinator on new hires for your department's training plan and mentorship.
- Provide feedback for performance evaluations and performance counseling as needs arise individually
- Provide lead assessment on each new hire throughout their training schedule to further develop their skills.
- Manage department callouts within department and with other leads if assistance needed
- Streamline the workflow and productivity within your department.
- Assist the HSM team with new SOPs and workflows for department
- Manage the department flow-day-to-day.
- Be able to assist with any hospital supervisor duties if a situation presents itself.
- Assist in client education, scheduling questions, hospital workflows

Our compensation for this role depends on skillset, experience, licensure and typically falls between \$28.00 and \$31.00 plus on-call pay and bonus.

About You:

- RVT or VTS preferred
- Active or eligibility for Veterinary Assistant Controlled Substances Permit
- 5 or more years experience in veterinary field
- College or technical school education or equivalent work experience
- Demonstrate effective leadership qualities
- Must have mathematical abilities to apply concepts such as fractions, percentages, ratios, addition, subtraction, multiplication division and proportions to practical situations
- Demonstrate analytic abilities to identify and analyze problems, weighs relevance and accuracy of information to provide effective solutions

Benefits of Working at VSH:

- Highly competitive and comparable wages based on experience and skill set
- Partnership with Purdue VT program/scholarships
- Competitive Vet Assistant and RVT CE allowance annually
- VetBloom access: Race approved continuing education, training and curriculum library
- License application and renewal reimbursement for RVT's
- Financial support and onsite mentorship toward pursuit of VTS
- Health and wellness programs including access to League wellness app

- Opportunities for growth and advancement
- 75% Employee Pet discount
- Full-time benefits include health, dental, vision, disability and life insurances, flex-spending accounts, 401(k), Employee Assistance Program, 3 weeks accrued paid time off, and uniforms
 - No waiting period. Health benefits are immediate upon hire

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