



Veterinary Technician- CVT Managing Supervisor

The CVT Managing Supervisor directly manages inpatient and outpatient care in coordination with department heads and the CSR manager, working hand-in-hand with veterinarians and practice ownership. Thirty to forty percent of the position will be in a managing/supervisory role, the remainder of the time will be working as a veterinary technician in the surgery and inpatient departments with a small amount of time filling in as a general wellness CVT.

The CVT Managing Supervisor trains, supervises, and assists in surgery, outpatient, and wellness departments within the hospital. They are personally proficient and able to train others to be proficient in:

- General Wellness/Outpatient: taking patients' history, vital signs and weight; preparing and administering vaccines; collecting samples and running diagnostic tests; providing client education; assisting with animal restraint. Support and assist the veterinarian, performing treatments, filling prescriptions and providing medication education to clients, assisting with euthanasia, monitor inventory and alert pharmacy lead when running low. Acknowledge and follow AAHA standards.
- Inpatient/Surgery/Dental/Hospitalized patients: intaking patients for surgery, dental or hospitalization. Support and assist the veterinarian, performing treatments. Keep clients updated throughout the day. IV catheter placement, sterile prep, induction and intubation, monitoring anesthesia depth and patient vital signs, alerting DVM to any changes and taking appropriate actions, extubating, monitoring post recovery, filling post-op medications, creating post -op discharge instructions and documents, explanation of discharge instructions and patient post-op medication to clients, maintain sterile surgical environment, clean/wrap surgical packs, maintain surgical equipment and manage repairs as needed, monitor inventory and alert pharmacy lead when running low. Acknowledge and follow AAHA standards



The CVT Managing Supervisor may see their own appointments for procedures such as suture removal, nail trim, vaccine administration, oral health checks and minor outpatient testing when a doctor exam is not required, long-term medication monitoring testing, surgery admission and discharge.

The CVT Managing Supervisor directly impacts doctors' productivity, client service and patient care. They train technicians and technician assistants to play a key role in providing care and communicating with clients in person and by phone to administer excellence in patient care and to follow-up.

Reports to: Medical Director and/or Practice Owner(s)

Collaborates with: Department Heads, CSR Manager, Office Manager

The Ideal Candidate

As a supervising veterinary technician you must have a broad knowledge of animal science, medicine and animal husbandry, including a basic knowledge of pharmacology and sufficient mathematical skills to ensure the administration of accurate drug and fluid doses. Veterinary technicians must also be able to successfully restrain animals; complete clinical laboratory tests, including urinalyses, fecal analyses, cytology and blood work; use multiple radiology techniques; administer anesthesia and monitor animals while under anesthesia; assist in surgical and pre-surgical procedures and perform dental prophylaxis including full mouth dental radiographs.

Skills Needed:

- Self-starter, intrinsically motivated to advance personal and professional growth in self and others.
- Strong medical skills and experience
- Strong leadership and management skills
- Strong team building skills



- Approachable, willing to work with all levels of staff to teach, educate, problem solve, collaborate and move projects, tasks or skills forward. This includes working with clients, CSRs, CVTs, DVMs, and ownership
- Excellent training and skill development – focused on teamwork, communication, medical proficiency and dedication to the practice and the community it serves.
- Patient, collaborative, positive and stabilizing interpersonal skills
- Ability to stay calm and stabilizing during fast paced interactions
- Excellent listening and communication skills
- Practice in the art of servant leadership, having a strong desire for personal excellence in service to others.
- Customer service background, able to stay calm and influence positive interactions during times of high stress or raised emotional tension.
- Ability to shift focus quickly and round back on multiple points of communication

Educational Requirements & Skills Needed:

- Associate degree in applied science, veterinary technology, or equivalent experience
- Experience in business management, leadership and/or human resource management
- Experience in veterinary hospital management and leadership
- Maintain state license to work as a certified/licensed/registered veterinary technician if applicable

Primary Management and Supervisory Responsibilities – 30-40%

- Direct on-the-job training. Coach, train and oversee CVT in their performance of a variety of clerical and public contact duties which facilitate the work of the practitioners, receptionist, kennel assistants, and the veterinary practice manager/ownership who directly or indirectly provide patient care.
- Organize the team to provide a consistent standard of care and assure that all charges are invoiced, and all services/products are made available to clients including the value of services provided and how this standard of care benefits each patient we care for.



- Exhibit a technical knowledge of service and products HVC offers, demonstrate consultative presentation abilities and be able to train CVTs, CSR and TAs in consultative presentation skills. Explain and educate clients and staff on products and services we provide and answer questions concerning use.
- In collaboration with CSR managers and department heads educate clients, CVT and reception team members regarding hospital policies and procedures.
- Oversee auditing of charts for completeness of information. Assure consistency in medical records and invoicing. Educate the team in areas that require improvement.
- Review charts for approval of special billing following the guidelines established by the veterinary practice manager/ownership
- Discuss disciplinary actions needed with the veterinary practice manager/ownership and department heads. Assist with the follow through of coaching and reviews to improve CVT and TA performance. Maintain effective employee-management communication.
- Create, adjust, and update procedures and protocols with veterinarians, department heads and ownership's input as necessary to assure patient care and comfort meets the hospital standards.
- In collaboration with CSR manager, oversee appointment scheduling to accommodate caseloads, efficient utilization of staff and to ensure client/patient needs are being met.
- Actively know how to manage practice software to adjust patient scheduling
- In collaboration with CSR manager, department heads, and practice manager/ownership oversee and create staff schedules.
- Create and maintain protocols that assure cleanliness, continuity, and a caring environment within our facility.
- Continually review and modify systems and procedures to ensure optimal service to clients.
- In collaboration with CSR Manager and department heads determine ways to improve the client and patient experience to ensure we are exceeding our client's expectations.
- Review customer service surveys with the CSR manager and follow through with client concerns in a timely manner including records transfer. Ensure proper documentation by all team members regarding positive and negative feedback from clients.



- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy and culture.
- Ensures that core values aid in decision making actions by hospital staff.
- Perform other duties as assigned.

CVT Responsibilities - Technical Duties, 60%:

- Assist veterinarians in the practice of veterinary medicine and surgery
- Perform in-hospital lab testing and prepare specimens for outside labs
- Assist veterinarians in outpatient exams by taking histories, vital signs and weights as well as providing client education
- Provide nursing care for in-hospital patients
- Conduct pre-admission exams and discharge hospitalized patients
- Perform client callbacks
- Maintain proper care and medication administration of hospitalized animals
- Maintain thorough and accurate medical records in cooperation with veterinarians

Surgery

- Admit patients scheduled for surgery and dentistry
- Keep surgical materials stocked
- Prepare gown and surgical packs
- Check oxygen lines and waste gas scavenger system; turn off scavenger system after surgical procedures are completed
- Prepare surgery suite for surgery
- Prepare instruments; know type of surgical instruments required for specific surgeries
- Assist veterinarians with patient restraint
- Prepare Pre-anesthetic drugs
- Pre-anesthetize, induce and intubate anesthetic
- Surgical preparation of patient
- Monitor anesthesia closely with monitoring equipment such as pulse oximeter and electrocardiogram



- Help maintain anesthesia machine
- Assist veterinarian performing surgery
- Monitor patients waking up from anesthesia
- Monitor patients for post operative pain or other complications
- Assist with treatment if patient has reaction to anesthesia
- Clean surgery suite and surgical instruments after each procedure following hospital sterilization protocols
- Keep accurate anesthesia/surgical medical records
- Ensure hospital patients go home well-groomed and in an appropriate medical state
- Complete surgical discharge instructions
- Discharge patients for dentistry, spay, neuter mass removal and other general surgeries. Explain discharge instructions to clients and answer their questions thoughtfully and courteously.

Dentistry

- Clean, scale and polish teeth using dental equipment and hand instruments
- Perform thorough and accurate dental charting in medical records and report them to veterinarians for instructions
- Assist veterinarians performing oral extractions or other dental procedures
- Take before-and-after digital photos for client handouts
- Take full mouth digital dental radiographs
- Complete dental discharge instructions. Explain discharge instructions to clients and answer their questions thoughtfully and courteously.

Treatment

- Perform treatments noted on treatment board and in medical records (hospitalized patients, surgeries, dentistry patients, boarding medications)
- Assist veterinarians with daily treatments
- Monitor hospitalized patients
- Provide nursing care



- Take and process x-rays
- Accurately take digital radiographs
- Use and maintain IV pumps – Know the appropriate fluid rates and volumes
- Work closely with the veterinarian and medical staff to adapt quickly to changes in patient status.

Lab

- Responsible for in-hospital lab testing such as intestinal parasite screens, pre-anesthetic testing, senior screens, complete blood count, urinalysis, heartworm, tick-borne diseases, Feline Leukemia, FIV, cytology, etc.
- Collect and prepare samples
- Report diagnostic testing results to veterinarians
- Maintain quality controls and record keeping on in-house lab equipment
- Complete proper sample preparation and paperwork for outside diagnostic lab tests

Exams

- Prepare and maintain exam rooms (cleanliness and stocking of supplies and brochures)
- Assist veterinarians in exam rooms by taking patients' history, vital signs and weight; preparing vaccines and medications; and assisting with medical records
- Educate clients on prevention and wellness topics
- Collect samples and run all lab work
- Fill prescriptions per veterinarians' instructions
- Educate clients about medication instructions and administration and answer their questions thoughtfully and courteously.
- Perform admission exams for patients being hospitalized, including weight, vital signs and pre-surgical exam
- Perform pre-anesthetic exams on surgery and dental patients if the veterinarian has not already assessed patients
- Conduct dental recheck exams



What is Expected of All Harmony Veterinary Staff

At Harmony Veterinary Center, veterinary technicians must also deliver excellent client service, communication and satisfaction and advanced and compassionate nursing care.

The Mission of Harmony Veterinary Center is to “Enrich the Lives of Pets and People.” At Harmony Veterinary Center, we believe that the following are absolutely necessary for every team member to deliver to every client, every time:

- Friendly Greeting; immediately greet clients in a friendly and over--the--top manner; use the client’s and/or pet’s name in the greeting; bond with the client and effectively make small talk
- Prompt Service; offer service to the client as soon and as efficiently as possible; maintain efficiency in all aspects of client service
- Advanced and Compassionate Care; offer advanced and compassionate care as instructed by the responsible veterinarian; offer compassion and empathy to all clients and patients at all times
- Clear Recommendations; make clear recommendations as instructed by the responsible veterinarian and based on Arizona Animal Wellness Center’s recommendations for canine and feline health and wellness care
- Effective Communication; effectively communicate the value of our services and provide recommended treatment plans and any other important information clearly and concisely to the client
- Seamless Checkout; all charges are to be immediately and thoroughly entered into the patient’s medical record; all clients should be escorted to the reception area for the next available receptionist to check out; utilize the RTG function in Cornerstone to set up recheck appointments or communicate with the receptionists
- Follow--Up Care; every client should receive a follow--up call after their appointment; examples of follow up calls include post vaccination, labwork results, post anesthesia and any medical concerns



- Professionalism; Every team member contributes to the professional reputation of the practice and is expected to exhibit core competencies and qualities expected of a professional.
- Servant Leadership; a servant-leader focuses primarily on the growth and well-being of people and the communities to which they belong. Servant leadership seeks to involve others in decision making, is strongly based in ethical and caring behavior, that enhances the growth of the human animal bond while improving the caring and quality of life for the pet, the client and the practice.
- Adherence to the Vision and Values of Harmony Veterinary Center to Enrich the Lives of Pets and People

About Harmony Veterinary Center

Thank you for taking time to review our open positions. At Harmony Veterinary Center, we value our staff as one of our biggest assets. Without veterinary nurses, excellence in patient care cannot happen. We have a great work culture, room to develop and grow your career, supportive staff and DVMs, and are a private company willing to invest in you.

If you are a veterinary nurse looking to advance your career, have initiative to develop yourself both personally and professionally, with great team building and technical skills please consider our practice. Harmony Veterinary Center is not just another job; we are a privately-owned, three doctor practice that places high value on staff and their positive impact on our patients and our community.

At Harmony Veterinary Center the cornerstone of our practice is to help pets achieve vibrant health and well-being. We provide a balanced approach to veterinary care, combining traditional veterinary medicine with complementary therapies to ensure the highest level of health and happiness for every family we serve. Our focus is on the whole pet rather than a single illness, always mindful of supporting the human-animal bond and promoting optimal wellness.

We offer state-of-the-art integrated medicine, combining the best of traditional western medicine and eastern approaches to healing, so that pets are cared for in a way that is comfortable, therapeutic,



and effective. With a healing touch and compassionate care, our highly-trained, professional medical team provides the finest medical treatment, individually tailored to meet the needs of each pet.

At Harmony Veterinary Center, we integrate a wide-range of therapies with conventional medicine and surgery to offer pets the very best in disease prevention and treatment. As pet parents ourselves, the Harmony Veterinary Center staff understand the decisions and emotions families may be facing as their pet ages. We treat end-of-life care with the utmost compassion and respect.

Our practice is located in beautiful northwest Arvada, CO. We are an independently owned, AAHA accredited, three doctor practice, established in 2010. Our hospital is dedicated to enriching the lives of pets and people through the delivery of full service traditional and integrated veterinary medicine. We encourage our staff to pursue personal and professional development to advance themselves, their careers, and their team. We individualize patient treatment plans and encourage our staff to build strong bonds with clients and patients. Learn more at harmonyvetcenter.com

Job Type: Full-time

Pay: \$25.00 - \$28.00 per hour

COVID-19 considerations:

All staff are always masked and encouraged to adhere to all CDC guidelines in their personal life. We strongly encourage Covid Vaccinations for our staff and our team is 100% vaccinated. CDC cleaning guidelines are, social distancing, robust air filtration