
POSITION DESCRIPTION



Position Title: Administrative Veterinary Technician

Service Group: Animal Health

Reports To: Staff Veterinarian

Exemption Status: Non-Exempt / Hourly

Position Summary:

Responsible for managing and providing veterinary technical support The Florida Aquarium's animal hospital and animal health team. Works closely with the staff veterinarian, veterinary technicians and a diverse team of biologists and researchers dedicated to responsible husbandry and animal health practices. Provides mentorship, training and direction for other veterinary technicians, veterinary technician students and interns, and builds a strong base of volunteers. This position also performs essential job functions in accordance with standards of the Association of Zoos and Aquariums (AZA) and as required by various regulatory agencies.

Essential Position Functions:

- Management of veterinary technicians including monthly meetings and schedule management to ensure adequate staffing.
- Schedules and discusses with staff veterinarian team meeting agendas, staff training and development, training of new hires, training of volunteers.
- Provides oversight and management of the Animal Health department's volunteer and technician internship programs, including mentorship, training and coaching.
- Maintains drug supply inventories, manages expired medications and chemicals, and oversees compliance with regards to controlled substances (Class 2-5).
- Monitors and manages the hospital's annual budget, and maintains accurate up to date accounting records.
- Performs veterinary diagnostics and provides medical treatments for animals requiring veterinary intervention.
- Assists in clinical appointments, performs veterinary diagnostics and provides medical treatments for animals requiring veterinary intervention.
- Ensures medical and laboratory areas/equipment are clean and maintained in accordance with USDA and AZA standards.
- Assists the veterinary team with medical record keeping and appointment scheduling.
- Oversees and manages the veterinary technician volunteer program.
- Must be available to be on call 24/7 in rotation with other clinical staff as assigned.
- Available to work weekends, evenings and holidays as scheduled.
- Support TFA's Shared Purpose by participating in a Conservation Day of Action shift on an annual basis.
- Performs other duties as assigned or required.

Education Requirements and Technical Skills:

- Must be a graduate of an AVMA-accredited veterinary technical program and be licensed in at least one state and/or be able to become licensed in Florida within one year of accepting the position

- Three years of experience in a veterinary technician position as well as experience with exotic/aquatic animals
- Thorough understanding of general disease processes, diagnostics, and prevention programs
- Familiar with the use of medical equipment including radiology, endoscopy, and surgery equipment as well as autoclaves and microscopes
- Knowledge of Microsoft Office software (Excel, PowerPoint, Outlook)
- Familiar with electronic animal record keeping software such as TRACKS and/or Species 360 preferred
- Valid Driver's License with clear driving record required.

Core Value Competencies

- **Customer Focus** - Demonstrates courtesy, cooperation and friendliness with staff, volunteers and customers. Actively listens, anticipates and evaluates the customer's needs. Ensures that customer satisfaction is a priority in all areas of responsibility. Actively engages our customers while fulfilling job responsibilities.
- **Interpersonal Skills/Teamwork** - Demonstrates the ability to work collaboratively within a team and across departments for organizational success. Demonstrates a positive attitude and initiative, seeks to understand before being understood. Fosters a positive, supportive and encouraging work environment. Demonstrates respect for other's opinions, trusts in their abilities and recognizes their contributions.
- **Professional/Technical Knowledge**— Remains current on developments in the field within and outside the organization; maintains proficiencies
- **Planning/Decision Making** - Establishes a course of action with specific goals and objectives in mind. Allocates resources and sets priorities in the most efficient and effective way while respecting our collection and environment with high ethics and standards. Demonstrates the ability to make the best-informed decisions considering alternatives and available information. Develops contingency plans anticipating needs and changes in the work environment while seeking win-win solutions.
- **Reliability/Accountability** - Demonstrates the ability to complete tasks punctually, meet deadlines and follow through on commitments. Provides consistent and timely work free of errors and omissions. Demonstrates good time management skills by using time effectively and efficiently. Arrives at work and meetings on time. Takes responsibility for actions and behavior and learns from experiences.
- **Problem Solving/Judgment** - Provides realistic solutions in a timely manner based on consideration of alternatives and consequences. Demonstrates ability to evaluate alternatives and make judgments based on facts and the best interest of the organization. Demonstrates the courage to innovate and change when appropriate.
- **Initiative** - Demonstrates the ability to proactively seek opportunities and solutions to challenges. Demonstrates self-motivation in completing job requirements and consistently strives to improve performance. Initiates new ideas by challenging the status quo to find new ways to do things better. Asks questions and seeks guidance when needed.
- **Professionalism** - Demonstrates honesty and integrity at all times, and takes accountability for their actions. Maintains composure, objectivity and a professional manner at all times. Complies with TFA Policies and Procedures. Behaves consistently with the values of the organization and acts as a role model.
- **Communication** - Effectively expresses ideas and ensures spoken or written communications are complete, clear and understandable. Actively listens and openly communicates with others. Ensures information is conveyed in a timely and appropriate manner. Encourages others to express their views. Positively accepts feedback and offers constructive feedback to others.
- **Leadership** - Shows leadership by providing vision and strategies; sets clear expectations and goals for the team that support departmental and organizational goals. Guides staff toward individual accomplishments, departmental and organizational goals. Exhibits and demonstrates core value competencies. Creates a positive environment in which people are motivated to do their best;

invites input from team and delegates responsibility appropriately; recognizes contributions and supports professional growth of staff.

Typical Physical Requirements:

- Standing (up to 8 hours per day)
- Walking (6 hours per day)
- Lifting up to 50lbs. - Occasionally
- Carrying up to 50lbs. - Occasionally
- Exposure to marked changes in temperature and humidity
- Exposure to chemicals, dust, fumes, gases
- Ability to conduct field work in collection and research
- Typing on a computer keyboard
- More than normal talking
- Ability to travel driving car or truck
- Ability to maintain daily contact with a living collection of plants and animals
- Ability to interact and be around animals
- Ability to work outdoors for extended lengths of time

Position Description Acknowledgement

I have reviewed this position description and understand that I am responsible for all duties as outlined and other tasks as may be assigned. I understand that if I need accommodations to perform the essential functions of my job, that I must contact my supervisor or Human Resources as soon as possible to begin an interactive process.

Employee Name

Employee Signature

Date