



Humane Society of Sonoma County Job Description

Job Title:	Veterinary Assistant + Client Patient Services Representative	Location:	Santa Rosa
Department:	Veterinary	Hours:	variable
FLSA Classification:	Relief/ Temporary, non-exempt	Salary Range:	\$17.87 - 19.00/hr. DOE

Job Summary:

The **Relief Veterinary Assistant (VA) / Client Patient Services Representative (CPR)** is an on-call / temporary position that provides high-quality animal care and customer service in a fast-paced, low-cost medical and surgical clinic, high-volume spay/neuter clinic, and animal shelter. This flexible role supports both veterinary and client service teams as needed, assisting with exams, treatment administration, animal restraint, and medical recordkeeping, while also managing client interactions, appointment scheduling, patient triage, invoicing, and payments. The ideal candidate will have practical knowledge of veterinary procedures, strong communication skills, and the ability to provide compassionate service to both animals and clients. As a relief team member, they may be called upon to work in any area of the veterinary department to provide coverage as needed.

DUTIES AND RESPONSIBILITIES

- Provide high-quality, compassionate care to patients and clients, ensuring a stress-free experience whenever possible.
- Greet clients and patients warmly, answer questions, and maintain a professional and positive demeanor.
- Assist veterinarians and RVTs in exams, procedures, surgeries, anesthesia monitoring, and recovery.
- Perform animal handling, restraint, physical assessments, and record observations in medical records.
- Administer treatments, vaccines, and medications as directed by the veterinarian.
- Prepare and maintain clean and disinfected exam rooms, treatment areas, and surgical instruments.
- Triage patients, schedule appointments, manage a high volume of calls, and return messages promptly.
- Verify client eligibility, process paperwork, scan and maintain medical records, and check and respond to emails.
- Communicate veterinarian instructions and home care guidance to clients.
- Assist with pharmacy tasks, including prescription refills and packaging for mailing.
- Process payments, generate invoices, and complete daily financial reconciliation tasks.
- Maintain an organized and clean reception area and stock hospital supplies.
- Follow hospital policies and procedures, ensuring compliance with best practices.
- Perform other duties as assigned to support the veterinary team and clinic operations.

Supervision: This position reports directly to the Veterinary Operations Supervisor

KNOWLEDGE, SKILLS, AND ABILITIES

- The ability to work independently as well as in a team environment.
- Must demonstrate self-motivation, responsibility, excellent interpersonal skills, and the ability to handle multiple tasks in a fast-paced environment.
- Knowledge of domestic animal breeds, diseases, health care and basic animal behavior.
- Ability to properly lift animals, food, and supplies up to 50 pounds.
- Good oral and written communication skills
- General knowledge of Veterinary Medicine (vaccines, preventative, treatments and general care).

- Strong organizational skills and the ability to remain calm under pressure.
- Effective verbal communication skills for in person and telephone contact.
- Excellent customer service skills, particularly with a variety of client situations.
- Ability to learn, retain and communicate a wide variety of information.

QUALIFICATIONS

- High school diploma or general education degree (GED).
- Minimum of 1 years’ customer service experience in a fast-paced environment with a variety of client needs.
- Six (6) months related animal care experience preferred.
- Experience in humane animal handling, restraint and confinement.
- Willingness to work flexible days and hours, including evening shifts, weekends and/or holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to communicate effectively (speak and listen).
- Must be able to do phone or computer work for blocks of time.
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work environment: The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases.

Background Investigation:

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

NOTES

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date