



Supervising Registered Veterinary Technician (Supervising RVT)

Full-Time (4 10-hour days per week, to include Saturdays)

Folsom, CA (Greater Sacramento, CA, area)

Target hiring range \$30 to \$32 (plus Saturday shift differential) per hour (depending on qualifications) plus exceptional total compensation package!

Who we are:

Animal ONE® is a 100% employee-owned veterinary group. We were formed to solve many problems facing patients, clients and veterinary professionals and create an environment where you can be successful, advance your career, and build wealth! Animal ONE® hospitals provide a beautiful environment for both clients and staff, with fear reducing colors and amenities, top-of-the-line equipment and efficient and effective processes that enable us to provide the highest quality services to our patients.

At Animal ONE, we:

- Utilize each person's skills and abilities, help them build their career with a generous tuition reimbursement plan, continuing education opportunities, and career advancement options.
- Use a Practice Management Information System (PIMS) and other technology to efficiently schedule appointments, keep pet parents informed of progress, assign and track tasks, and make clinic documentation accessible and easy to manage.
- Highly compensates and reward quality of work, pet parent satisfaction, a positive attitude, and teamwork.
- Provide a benefits package that includes fully paid dental insurance for the employee and their dependents and a HMO health insurance option that is 100% employer paid for the employee and their dependents! (*See our website Careers page for details on our comprehensive benefits.*)
- Provide an Employee Stock Ownership Plan (ESOP), with company contributions that give every employee a financial stake in Animal ONE!

Overview:

Animal ONE has an opening for a Supervising Registered Veterinary Technician (Supervising RVT). This position provides direct, day-to-day leadership of the veterinary technician unit and all associated personnel; recruits, hires, evaluates, onboards, trains, mentors, coaches, and leads technicians (Technician Assistant, Veterinary Assistant, Registered Veterinary Assistants, etc.); manages technician programs and activities; creates work schedules; oversees inventory management; and performs other lead duties.

This is a challenging opportunity to utilize your reliability, teamwork, strong work ethic, ability and desire to mentor, train, and evaluate veterinary technician staff; your consistent adherence to standard procedures, policies, and Animal ONE Defining Principles; and to be recognized for your exceptional problem solving and analytical skills and RVT skills. You will continue to perform RVT duties during regular operations and to cover staff absences, when needed, to meet patient needs and business goals (estimated to consistently be approximately 50% of your time).

Key Responsibilities:

- ✓ **Patient Care Coordination:** Ensures consistent quality of care by technicians and technician adherence to Exam Room, Surgery, and other patient care workflows and Standard Operating Procedures (SOPs). Ensures technician efficiency, and effectiveness and monitors technicians knowledge, skills, and ability to provide consistent quality of care to patients.
- ✓ **RVT Duties:** Performs duties of a Registered Veterinary Technician (as stated in the RVT job announcement) approximately 50% of their time and fills in for absent technicians and vacant technician positions when other qualified staff are not available.
- ✓ **Onboarding, Skill Assessment, Training and Mentoring:**
 - Develops and presents planned staff training and emergency drills, performs just-in-time training, and observes, trains, and "checks-off" technician skills related to techniques, proper medical methods, protocols, SOPs, equipment and tool use, and use of Animal ONE computer software, systems. Training includes hard skills (venipuncture, intubation, catheter placement, etc.) and soft skills (compassion, empathy, understanding). The Supervising RVT also teaches, models and reinforces excellent patient care, excellent client communication, and interpersonal collaboration with other Animal ONE staff.
 - Personally conducts and manages RVT participation in VA skill testing and training, including developing test materials/documents, procedures, and scoring and saving the documentation to the employee personnel files.
 - Personally performs newly promoted and new hire RVT skill check and mentoring/training to ensure employee follows Animal ONE SOPs, can perform all RVT duties consistently without assistance and can demonstrate proper use of Animal ONE equipment and tools.
 - Personally performs (for RVTs) or manages RVT mentoring/training of newly hired and newly promoted TAs and VAs and prepares/completes and ensures completion and filing of new employee onboarding spreadsheets and promotion checklists.
- ✓ **Inventory Management:** Manages and performs inventory of equipment, tools, materials, supplies, etc. and maintains the associated documentation. Places new items into inventory. May oversee staff completion of periodic inventory tasks. Requests additional and/or replacement items or places and tracks orders. May meet with vendors to gather information needed for assessments in collaboration with the Office Manager (responsible for vendor relations and ordering).
- ✓ **Scheduling:** Compiles and considers information received from the Office Manager, the Lead Veterinarian/Medical Director on DVM to create and communicate the overall hospital work schedule. Rotates staff through Delivery Team assignments, assigns staff to shifts according to needs and seniority, and abides by all labor laws and regulations regarding Alternative Work Schedules, etc.
- ✓ **Supervision:**
 - Accepts pre-shift phone calls from staff unable to report to duty and notifications by staff of on-shift illness, injury, or other situations requiring their absence for the remainder or a portion of their shift.
 - Ensures daily coverage of all appointments by technical staff. May collaborate with another Supervising RVT to transfer a technician to their location, if available, and will utilize the approved documented method of calling-in staff who are off-duty using a call-in list.

- Performs supervisory responsibilities associated with recruitment, hiring, evaluation, promotion, discipline, mentoring, coaching, and training of assigned staff
- Approves and tracks time off requests, approves time for payroll, and works with HR to evaluate and process continuing education and tuition reimbursement requests, requests for medical/dental accommodation, leaves of absence, and time adjustments.
- Coordinates technician work schedules with Office/Practice Manager to meet DVM availability and appointment workloads and successful staffing of the hospital during operating hours.
- Conducts employee investigations by gathering information and data, performing analyses, creating findings, and making recommendations, meeting with staff, and taking appropriate actions associated with correcting behavior and administering progressive discipline. Coordinates actions with HR as needed.
- Utilizes proficiency in MS Office applications, Proliant, and other software and equipment, as needed, to create and maintain up-to-date documentation and personnel files.
- Maintains knowledge of and adheres to supervision/HR laws, regulations, and confers with HR, as needed, for assistance.
- Maintains confidentiality as required by law, as instructed by their supervisor or HR, and in accordance with Animal policies, procedures, and physical markings on emails and documents.
- Adheres to Animal ONE policies and procedures; utilizes good judgment and objectivity to address sensitive issues. objective. Coaches and mentors in good faith to assist staff in meeting requirements and succeeding in their position. Clearly communicate desired behaviors, objectives, and intent in a respectful and tactful manner.
- Attends/completes legally mandated and other supervisory training provided by HR, through accessing software, and through vendors.
- ✓ **Program Management:** Helps develop and manages Animal ONE programs under the purview of their position.
- ✓ Gathers, evaluates, and recommends improvements and changes presented by their staff and may lead the evaluation of new methods, tools, and equipment on special projects.
- ✓ **Recruitment & Hiring:** Manages the recruitment of technicians (i.e. TA, VA, and RVT), schedules and conducts interviews and skills assessments, prepares and presents offers according to the Animal ONE Classification and Pay Scale (and criteria), requests new hire pay above Step D, if needed, prepares offer letters, welcome letters, and other correspondence, and coordinates hiring with HR and recruitment vendors.
- ✓ **Communication and Guidance:**
 - Conducts meetings, holds one on one and small group sessions to provide information and guidance, facilitates project teams, coordinates participation in special projects/events.
 - Responds to staff questions regarding the interpretation, intent, and importance of Animal ONE policies, procedures, methods, Defining Principles, activities, events, and announcements. Will request information from their supervisor, as needed, if they personally need clarification before responding to their staff.
 - Handles questions/concerns with emotional intelligence; exercises good judgment; models the Defining Principles, reliability, collaboration, and professionalism; and creates a positive environment for patients, clients, and staff.
 - Resolves employee complaints, prepares and maintains complaint documentation, and escalates complaints as required by law to their supervisor and HR that involve employee legal rights or protections. May provide or offer an employee information on the Employee Assistance Program or refer them to HR for more information on the program.
- ✓ **Hospital Medical Equipment, Tools & Supplies:**
 - Attains and continues to develop skills as a Super User of hospital computer systems and software, such as the PIMS (Provet Cloud), Microsoft Office Suite, and other software programs. Must maintain efficiency in the use of Proliant and other software used in performance of job duties.
 - Recommends new equipment and tools to their supervisor by creating and submitting a report on the pros/cons, costs, and benefits to patient health, employee efficiency, client convenience, and other factors that benefit the business.
 - Inspects, tests, and maintains hospital medical tools and equipment, conducts (or assists in conducting) annual hospital inspections as requested by the Office Manager/Cal-OSHA location representative and informs them, in the performance of their or their staff's duties notices any equipment or hospital maintenance needed using the appropriate methods described in the associated SOP(s).

Qualifications:

- ✓ Registered Veterinary Technician in the State of California.
- ✓ At least five (5) years as a Registered Veterinary Technician
- ✓ Supervising RVT and/or Lead RVT experience (desirable)
- ✓ Ability to collect and analyze data and information, create findings and recommendations, and document data, analysis, and findings/recommendations in reports.
- ✓ Ability to maintain confidentiality of information and confidentiality of files in SharePoint, Proliant, etc. and in paper format.
- ✓ Proficient in the use of the Microsoft Office Suite of software (Outlook, Word, Excel, SharePoint, etc.), with the ability to create, edit and maintain documents effectively and efficiently.
- ✓ Reasonable and logical problem solver who utilizes objective data and information from reliable sources and subjective/situational examples to create findings, make recommendations, write reports, and resolve issues.
- ✓ Skill in the use of Animal ONE medical equipment, tools, and software/systems. Super User of the Animal ONE PIMS (Provet Cloud) and supplemental systems (or ability to become Super User within six months of appointment).
- ✓ Attention to detail, collaborative nature, demonstrated emotional intelligence, punctuality, reliability, and consistent adherence to Animal ONE policies, procedures, methods, and SOPs. Demonstrated knowledge of and adherence to and modeling of the Animal ONE Defining Principles, which are core to how we successfully conduct ourselves in the workplace.
- ✓ Candidate must be in good standing with no disciplinary actions or within the last year, have completed Animal ONE new RVT or newly promoted RVT onboarding and skill assessment and training (if in effect) and maintain above average performance review ratings.

What to do next: **If this sounds like a great opportunity, we'd love to hear from you!** Just complete the **contact form on our Careers page (www.AnimalONEPetCare.com)**. We will contact you if you qualify to learn more about you and answer any of your questions about the position and Animal ONE.

Animal ONE is an equal opportunity employer and makes employment decisions based on merit.