



Animal Care Assistant

This is a challenging, diverse role which is often fast paced. The whole team know how important it is that we have someone in this position who is dedicated and passionate - it can make or break your day. We have a fantastic, close knit team who support and care for one another; it is really important that the successful candidate fits into this dynamic.

Brief description of the role:

Reception duties - you are often the first staff member a client and patient meet. We pride ourselves on being a warm, friendly, welcoming practice. However, professional behaviour and attire are imperative at all times.

Cleaning (!), both in a clinical and general setting. If you are the successful candidate, Cranbrook and Polsloe will become YOUR practices too! This means keeping all areas clean and tidy.

Preparing/Handling medications to be authorised.

Patient care, including, but not limited to:

Giving medication under Vet supervision

TLC

Cleaning kennels THOROUGHLY - to a standard where you would allow someone to place YOUR OWN pet in the kennel.

Restraining (we expect every staff member to handle patients as if they were their own pet)

Feeding

Grooming

Are you right for the position?

YES, if this describes you:

- You have a love and passion for animals - great or small. The sentence “It is **just** a Hamster/Guinea Pig/Rabbit” is highly offensive to you.
- You have a strong interest & curiosity into everything Veterinary.
- You believe in arming clients with the knowledge and tools to provide the BEST possible care for their pet.
- You’re an effective communicator

- You are comfortable with detailed, regular feedback
- You're hyper focused on getting the details right & do not take a casual attitude with the specifics of any task given to you.
- You delight in going the extra mile to make sure that patients are well cared for, calm and comfortable and clients feel that they have had superb customer service.
- You strive to be the best at what you do
- You are comfortable and thrive in a roll that is fast paced
- The phrase "That's not my job" is not a part of your vocabulary.
- You take pride in your working environment
- People describe you as responsible and keen to take on tasks great or small.
- You understand that a team encompasses EVERYONE no matter what their position.

NO, if this describes you:

- you are not interested/nervous/feel uncomfortable about educating pet owners on up to date information and treatment
- You don't **LOVE** people
- You take offence when feedback is detailed and frequent. You are known for taking things personally or keeping a grudge when corrected.
- If you do not like/take issue with cleaning.
- You like to gossip
- You are not sure whether the veterinary world is the one for you, but you are just 'trying it out' to see if it fits. We have an amazing, dedicated team who deserve to be surrounded by people who are just as passionate about veterinary care as they are.
- You just want 'a job'.
- You are looking for 9 - 5 hours.
- You do not have a good sense of humour.
- If earning a high wage is a top priority (this is not a bad thing! It just is not realistic in the veterinary world).

Ideally

- You understand and pick up technology basics quickly.
- You have customer service experience.
- You have cared for or do care for your own pets.

Top Tip:

Your CV speaks volumes, it requires a lot of time and effort! It is the first form of contact we will have (along with your covering letter and email). If you feel like you are someone who always gives 100% to any task and shows great attention to detail - let us see this in your CV. You are being interviewed the moment you make contact with us, let the first impression be a positive one!

And...

***“Never doubt that a small group of thoughtful,
committed people can
change the world!”***

Margaret Mead

