



Technician Supervisor

Job Description

The primary role of the Technician Supervisor is to supervise, coordinate, train, and assist the technical team which includes licensed veterinary technicians, veterinary assistants, and kennel assistants. The Technician Supervisor will perform a variety of duties concerned with emergency animal care and client education. A successful Technician Supervisor will be able to accept responsibility, listen to team and clients objectively, communicate well and be organized. The Technician Supervisor will help set the tone for a positive image of Emergency Pet Clinic of Temecula with the hospital team, referring veterinarians, clients, vendors, and the general public. In partnership with the Hospital Manager, and other hospital leadership, the Technician Supervisor will be responsible for carrying out all hospital initiatives.

Essential Duties and Responsibilities

Under policy direction from the Hospital Manager and Medical Director, the Technician Supervisor performs a wide range of difficult to complex including, and not limited to:

- Administrative activities related to providing high quality patient care and client service
- Staffing and human resources
- Discretionary activities that serve to support effective business operations
- Ensuring effective organization leadership and development of technical team
- Must be proficient in all Veterinary Technician (RVT) duties. The Technician Supervisor sets the stage for how to carry out all veterinary technician duties in a professional manner
- Oversee and organize daily and monthly scheduling for technicians, assistants, and aides
- Monitor team periodically throughout the day, encourage efficiency and productivity, discourage behaviors that may be detrimental to the positive atmosphere of the work environment
- Create and implement technician protocols with assistance from the Medical Director and Owner
- Ensure compliance to daily, weekly, monthly to-do lists for technician team
- Ensure adherence to policies and procedures in accordance with the company handbook
- Ensure all technicians and assistants follow proper safety procedures
- Oversee compliance and completion and accuracy of patient records, treatment sheets, lab sheets, radiology logs, laboratory logs, etc.
- Monitor compliance with OSHA, DEA, FDA, Bio-Hazard requirements
- Ensure proper housekeeping procedures for technician areas
- Direct on-the-job training of all technicians and assistants. Provide access to other educational resources and other on-site or external continuing education opportunities
- Plan, schedule, and conduct technical team meetings
- Attend department, management, and hospital-wide meetings
- Be liaison between technical team and upper management

- Participate in the recruitment of technicians and assistants; review applications, oversee any pre-employment assessments, conduct interviews, and make recommendations for hiring
- Handle performance evaluations for all technical team members in conjunction with Hospital Manager to include introductory, annual and performance counseling as needs arise individually
- Resolve informal employee complaints; provide a general explanation of the nature and basis for hospital personnel policies and procedures. Maintain effective employee-management communication. Keep upper management apprised of growing concerns or problems
- Function as a contact person for clients concerning medical complaints or problems that the client may be experiencing with the hospital or a team member. Make decisions regarding client complaints independently; however, know when to forward on to Hospital Manager or Medical Director
- Lead by example with work habits that include regular attendance, teamwork, initiative, dependability, and promptness
- Communicates well and effectively with all team members

Autonomy of Work

The Hospital Manager, Medical Director, and Owner provide continuing or individual assignments indicating tasks, limitations, expectation, deadlines, and priorities. Sound judgment and discretion are essential characteristics for Technician Supervisors. Decision-making capabilities are based on using independent judgement to perform job tasks and prioritize work.

The Technician Supervisor must accept responsibility not only for their own work, but the work of the people in their department and for the general flow of the workday throughout the hospital. Any concerns with hospital policies or decisions must be discussed with upper management only. At no time will it be acceptable to share confidential information with team members or associate veterinarians.

Skills and Basic Qualifications

- High school diploma or GED. Prefer AS or BS in Animal Health Technology, or equivalent combination of education and experience
- Valid California Registered Veterinary Technician with at least four (4) years' experience in either a general or emergency/specialty veterinary practice
- Previous leadership/supervisory experience, or worked in a role with increasing levels of responsibility and proven ability to lead others
- Ability to direct, coach, support, encourage and lead others in a positive and collaborative manner, but can also have the difficult conversations with team members
- Excellent organization, critical thinking, and problem-solving skills
- Strong oral and written communication skills and interpersonal skills
- Is flexible and adaptable; able to keep composure and focus with changing priorities
- Ability to do basic math without the aid of a calculator
- Highly confidential, trustworthy, and able to follow up and follow through with commitments

- Experience in, or an aptitude for providing excellent client service
- Has a positive, energetic, and upbeat personality
- Self-directed, motivated, and organized
- Accountable, punctual, and dependable
- Takes initiative and able to manage time well
- Provide and receive constructive feedback from others
- Attention to detail and thorough with all work assignments
- Can work a flexible schedule, including days, nights, weekends, and holidays to ensure adequate coverage
- At least 25 percent of the supervisor's annual continuing education must come in the area of managing people, handling client concerns, and workflows.

Physical Requirements

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously
- Ability to sit or stand for long periods of time and to move constantly throughout the workday
- Ability to bend, kneel, crouch, and climb
- Ability to use arms, hands, and fingers
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 50 pounds
- Strong sensory skills such as visual acuity and good hearing
- Ability to work in a quiet to moderately noisy environment

Occupational Hazards

- May be exposed to hazards such as:
 - Medical, chemical, biological, and normal pet waste
 - Loud noises
 - Bites and scratches

Reports to the Hospital Manager and Medical Director

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

Updated August 2022