



## Michigan Road Low-Cost Vaccine Clinic Assistant

### Job Description

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Serving Indianapolis and the surrounding counties since 1905, IndyHumane provides vital services to animals and people alike through sheltering and adopting animals, providing positive reinforcement behavior training for adoptable animals through our behavior programs, and outreach through our community and shelter programs.

**Title** Vaccine Clinic Assistant

**Department(s)** Medical

**Reports to** Vaccine Clinic Manager

### Job summary

The vaccine clinic coordinator is responsible for successful vaccine clinic operations; including excellent customer service to all patrons, staff members and volunteers that visit the vaccine clinic and consulting with all vaccine clinic clients to ensure that animals and clients are treated in a manner consistent with organizational policies, procedures, beliefs and mission.

### Work environment:

The offices and operations of a low-cost clinic can be high stress and very busy at times. This position is scheduled for 4 days/week, Tuesday through Friday. However, the schedule can change and may occasionally require weekend or evening hours to complete the job.

### Essential Job Functions

#### *Administrative*

- Sets cash drawers in vaccine clinic drawer before hours of operation.
- Responsible for a clean, organized lobby and exam rooms every day.
- Processes payments relative to vaccine clinic and vaccine clinic donations.
- Reviews all vaccine clinic paperwork with clients and doctors.
- Represents IndyHumane beliefs and procedures.
- Ensures accuracy and completeness of vaccine clinic paperwork and money handling.
- Enters Medical exams/Medical notes and Memos regarding owner and animal behavior notes relative to the Vaccine Clinic.
- Responds to emails/phone calls professionally and in a timely manner.

#### *Animal Advocacy and Health Promotion*

- Ensures proper animal handling and educates the public on same.
- Maintains and utilizes a working knowledge of best practices in Animal Welfare
- Provides education for vaccine clinic clients such as recommended medical care for pets, products, common diseases

**Marketing / Promotion**

- Solicits donations, sells merchandise and pet health products.
- Is educated on the latest information regarding products sold at clinic.
- Responsible for maintaining and re-stocking inventory as needed
- informs clients of all other services provided by IndyHumane
- Understands and revenue goals

**Minimum requirements**

- Minimum 2 years of customer service experience and sales background required.
- Must be 18 years of age.
- Animal and financial background preferred
- Lift up to 40 lbs. force occasionally. Prolonged standing, sitting, and walking.
- Possesses strong oral and written communication skills as well as good organizational ability
- Possesses strong time management skills and comfortable working in a fast-paced environment
- Demonstrated ability to create a positive, professional environment for shelter visitors and employees
- Computer literacy (Windows, MS Office applications)
- Spanish speaking a plus

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.