



Job Title: Admissions & Patient Care Team

Job Schedule: FULL-TIME: 4 weekday shifts and 1 weekend shift Required

HOURS: 9:30am- 6:00 pm

PAY: Starting at \$15 - \$17/hr. Based on Experience

Experience: Basic horse care knowledge and horse handling experience a must.

Experience with Thoroughbred racehorses favored.

Customer Service/Client Relations job experience(s) favored.

General Purpose: To favorably represent RREH by providing first-rate patient & client care

ESSENTIAL FUNCTIONS:

- **Physical:** Position requires prolonged periods of fast-paced walking and standing. Must be capable of lifting up to 50 pounds. Daily physical demands include squatting, bending, lifting and pushing/pulling horses & equipment to accomplish required duties. Vision must be correctable to 20/30. *All job duties to be performed year-round and during inclement weather conditions.*
- **Behavioral:** Individual should be self-motivated and maintain a high productivity level. He/she should demonstrate the ability & desire to work within a team environment by supporting co-workers. Individual should have a thorough work ethic in order to meet quality RREH standards by adhering to safety & biosecurity protocol. He/she must be able to perform effectively under fast-paced circumstances while paying careful attention to detail. Excellent communication and people skills are a must in order to provide superior client care services.
- **Organizational and Communicative:** Should be detail oriented and able to manage multiple responsibilities both independently and with co-workers. Must demonstrate effective time management, comprehend and follow oral and written instructions. Must be able to read, write and speak fluent English in order to communicate information with RREH veterinarians, co-workers & clientele.

JOB RESPONSIBILITIES:

- Safely and expertly handle horses while loading/unloading to/from trailer.
- Deliver individualized, quality client care by providing exceptional assistance to meet all customer needs. This entails continuing communication with waiting clients throughout the duration of their stay at the clinic and providing new clients with tours of our facility and the various departments and diagnostic tools the clinic offers.
- Must be able to identify and flag patients in need of immediate medical attention (i.e. suspect colic, cast in stall, etc.) and alert veterinarians in a timely manner.

- Provide excellent patient care, to include following specific feeding and care instructions. This includes properly grooming all patients as time allows, especially before they are medically released to leave the facility.
- Learn basic knowledge of dispensed medications and proper bandage materials to correctly fill pharmacy orders and educate owners as needed.
- Learn basic knowledge of all surgical and medical procedures performed in order to competently communicate details of aftercare instructions to clients.
- Gain full understanding of, and adhere to strict and varied biosecurity cleaning protocols throughout the clinic.
- Must have general computer skills to access, navigate & update RREH database as needed.
- Gain knowledge of all hay, feed and bedding products offered at RREH.
- Will be responsible for orchestrating the deceased patient process and protocol from start to finish, including loading and transporting as needed.
- Learn and follow standard emergency protocol for admitting & handling sick and/or injured patients of all ages.
- Appropriately assign stalls for both scheduled and emergency patients.
- Assist Barn Crew with daily barn duties as needed, including mucking stalls and keeping all patients supplied with fresh hay and clean water at all times to uphold high RREH standards.
- Assist with light facility maintenance and record upkeep as needed or upon request. These duties vary seasonally.

MEASURES OF PERFORMANCE:

- Attendance, punctuality & reliability
- Cooperation with management, clients and other RREH employees
- Upholding excellent RREH standards of patient & client care at all times
- RREH cleaning and biosecurity protocol standards practiced continually
- Displaying a high spirit of teamwork and cooperation with all personnel and departments
- Noticing and notifying shift supervisor promptly with any questions/concerns regarding patients, clients, visitors and co-workers.

*** Overtime pay of time and one-half for hours exceeding 40 in a workweek**

*** 401(k) Matching**

*** Health, Dental & Vision after 60 days**

Interested applicants should email Lindsey O'Donnell a resume and list of references to be considered for the position at Lodonnell@roodandriddle.com.

