

Equine Admissions & Equine Patient Care Team

JOB TITLE: 1ST shift Admissions & Patient Care Team

JOB SCHEDULE: Full-time position with 4 weekday shifts and 1 weekend shift required

HOURS: 7am – 3:30pm

PAY: Starting at \$15.50 - \$17/hr. Based on Experience. Pay raise at 3 months if employee performance evaluation is favorable.

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

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 and nutrition in general.
- 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, downed and/or injured patients of all breeds and ages.
- Appropriately assign barn and stall for both scheduled and emergency patients, based on ailment.
- 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.

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

*** 401(k) Matching**

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