

## **FIRST SHIFT ADMISSIONS & PATIENT CARE TEAM**

The ideal candidate will have leadership skills and supervisory and/or managerial job experience. He/she will thrive in a fast-paced environment and operate with a solution-oriented mentality both as an individual and within a close-knit team. A passion for the horse is a must! This is a physical, hands-on position and NOT a technician or administrative position. He/she must be able to perform effectively and confidently in high stress situations, while paying careful attention to detail. Excellent communication and people skills are a must to provide superior client care services.

### **Primary Duties**

- Safely and expertly handle horses while loading/unloading to/from trailer into predetermined treatment areas or assigned stall based on reason for visit.
- 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 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, self-harm behaviors, etc.) and alert veterinarians promptly.
- Provide excellent patient care to include following specific feeding and care instructions. This includes thoroughly grooming all patients as time allows, especially upon discharge.
- Learn and demonstrate basic knowledge of dispensed medications and proper bandage materials to correctly fill pharmacy orders and educate owners as needed. Basic mathematical skills required.
- Learn and demonstrate basic knowledge of all surgical and medical procedures performed to competently communicate details of aftercare instructions to clients.
- Gain full understanding of and adhere to strict and varied biosecurity protocols throughout the hospital.
- Must have general computer skills to access, navigate and update the Rood & Riddle Equine Hospital database as needed.
- Gain knowledge of all hay, feed and bedding products offered at Rood & Riddle Equine Hospital to better cater to the patients' dietary needs and
- 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 and 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. These duties include 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.

### **Requirements**

- Basic horse care knowledge and expert horse handling experience a must.
- Position requires prolonged periods of fast-paced walking and standing.
- Must be capable of lifting up to 50 pounds.
- Vision correctable to 20/30.
- Daily physical demands include squatting, bending, lifting and pushing/pulling horses and equipment to accomplish required duties.
- Able to manage multiple responsibilities both independently and within close-knit team.
- Demonstrate effective and efficient time management skills.
- Comprehend and follow oral instructions.
- Must be able to read, write and speak fluent English to communicate information with RREH veterinarians, co-workers and clientele.
- All job duties to be performed year-round and during inclement weather conditions.

### **Skills Preferred:**

- Experience with thoroughbred racehorses favored.
- Customer service/client relations job experience(s) favored.
- Self-motivated to maintain a high productivity level.
- Demonstrate the ability and desire to work within a team environment by supporting co-workers as needed.
- Meet quality standards by adhering to all safety & biosecurity protocols.
- Able to perform effectively under fast-paced circumstances while paying close attention to detail.
- Excellent communication and people skills are a must to provide superior client care services.

### **Schedule**

- 7am – 3:30pm
- One weekday and one weekend day off

**Benefits**

- Health insurance
- Dental insurance
- Vision insurance
- 401(k) after one year
- 401(k) matching after one year
- Vacation, sick, personal and holiday time
- Employee discounts

For more information or to apply, please contact Lindsay O'Donnell at [lodonnell@roodandriddle.com](mailto:lodonnell@roodandriddle.com) or (859) 312-1198.