

Lead Technician Job Description:

The Head Technician is responsible for seeing that the administrative policies and decisions are accomplished. They work closely with the practice manager to develop policies and procedures to optimize hospital productivity. They should have full knowledge of the Veterinary Technician job description and will be expected to perform those duties along with the duties listed below, at a 60/40 break-up.

Personnel:

- Lead a team of technicians, assistants, and volunteers in their performance of a variety of technical and client education duties.
- Maintain a professional and safe environment in the practice and refrain from negative talk, gestures, or implied attitudes that reflect on the hospital.
- Always keep “team mentality” in mind, be prepared and willing to offer assistance and ask for assistance when needed, keep a positive professional outlook, and abstain from gossip or negative observation regarding clients/team members.
- Determine the strengths of staff and delegate responsibilities based on those strengths.
- Offer staff verbal constructive criticism and praise as needed, based on personal observation or as directed by practice manager or veterinarians.
- Assume responsibility & create positive solutions for mistakes made by support staff.
- Monitor compliance with job descriptions and ensure adherence to policies and procedures in accordance with the employee handbook.
- Assign projects during down time if all other work is completed.
- Review technical staff applications, screen applicants, check references, and narrow the applicant choices before forwarding recommended applicants to the practice manager. Provide input on final candidates.
- Provide on-the-job training for new technical staff in accordance with hospital guidelines.
- Responsible for keeping the technical SOP manual up to date.
- Handles performance evaluations for all technical staff, initial 90 day, annual, and performance counseling as needs arise individually, utilizing input from Practice Manager.
- Perform quarterly check-ins for technical staff.
- Discuss disciplinary actions needed with the practice manager and assist with follow through.
- Resolve informal employee complaints and assist with conflict resolution.
- Maintain effective employee-management communication.
- Create and maintain monthly technical staff schedule according to hospital needs, while working within a budget.

- Help make decisions regarding time off requests, balancing needs of hospital and employees. Keeps track of employee time off and schedule changes in the schedule chart.
- Schedule and lead monthly technical staff meetings.

General Duties:

- All duties outlined in the Veterinary Technician job description not listed here.
- Works with Inventory Manager to monitor inventory levels and optimize inventory turnover.
- Assists in the completion of full inventory counts twice yearly.
- Oversees equipment maintenance ensuring that it is completed.
- Build friendly, professional relationships with vendor and sales representatives. Discuss new products with them and relay information to inventory manager, veterinarians, and the practice manager.
- Maintain advanced knowledge of computer systems with the ability to train other staff members, trouble shoot problems, and add/maintain inventory in system.
- Maintains and controls all logs, reports, and disposal of controlled substances in the hospital.
- Attends monthly management meetings to report on technical staff needs, wants, and concerns.