



Medical Administrative Assistant

FSLA Status: Non-Exempt

Summary

As the region's largest open admission animal shelter, ACCT Philly's medical program depends on skilled, communicative individuals in order to provide the highest level of care for its animals. The Medical Administrative Assistant is responsible for fulfilling a myriad of administrative duties in the shelter, in order to stream line communications within the medical department, between departments, as well as with the community of rescues, fosters and adopters.

Core Responsibilities

- Ensure the timely entering of medical notes, vaccines and treatments into the electronic medical record system
- Ensure medical documentation for each animal is current and accurate prior to any animal leaving the shelter
- Assist with communications between the medical department and the community (fosters, adopters, rescues, etc.)
- Assist with communications within the medical department, including assisting with the scheduling of departmental meetings, staff training sessions, interviews, etc.
- Fill prescriptions and print prescription labels for animals leaving the shelter
- Run data reports for the medical department
- Follow up on found microchips during veterinary examinations
- Review and assist in the scheduling, confirmation, cancelling and rescheduling of surgeries, nurse clinic appointments and veterinarian appointments
- Assist in the formation of the daily animal surgery schedule, including determining which in-shelter animals are eligible for spay/neuter and which animals require specialty surgeries (biopsies, wound repairs etc.), based on their veterinary examination recommendations
- Scheduling in-shelter veterinary examinations and follow up rechecks
- Assist the Medical Director, Staff Veterinarians, and Medical Manager with their work calendars
- Ensure the Medical Department has adequate supply of medical signs, medication labels, monitoring sheets etc.
- Create new medical signs, labels and sheets based on departments needs
- The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

Qualifications

The ideal candidate is organized and detail oriented; is personable, outgoing, patient, professional, and able to get along well with a variety of people; has strong written and verbal communication skills; maturity, good judgment and a professional personal appearance; strong organizational and computer skills; the ability to remain pleasant and calm, even in stressful situations; the ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others; the ability to turn people down, firmly when necessary, without becoming aggressive or unpleasant; affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place; comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems as well as aggressive tendencies; willingness and ability to learn and maintain knowledge of small animal behavior and health, common issues and ways to address them; ability to problem solve and work with minimal supervision; ability to accommodate varied assignments and schedules; ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary; must have a sincere interest in the work, programs and mission of ACCT Philly.

Education and Work Experience

High school diploma or equivalent

Work Environment

ACCT Philly is open to the public 8am to 8pm on weekdays and 10am to 6pm on weekends and holidays, and may have as many as 300 interactions with the public in a given day, including with volunteers and rescue partners. The shelter operates at a fast pace and experiences rapid turnover of patients. While performing the duties of the job, employees are frequently exposed to odors and high levels of noise.

Hours/Status

This is a full-time position. Work schedule including days and hours may vary according to the needs of the organization, may include weekends, nights, and holidays. This is a union position.

Immediate Supervisor: Medical Manager

Introductory Assessment Period

The introductory assessment period runs from the date of hire for 90 days thereafter. For employment in any position with ACCT Philly, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee for ACCT Philly may end the employment relationship without notice or prejudice.

Employment

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of ACCT Philly that all positions are governed by the needs of the agency, which means that employment is “at will” and for no specified term. Either ACCT Philly or the employee may terminate employment at any time.