



Health Job Family: **Licensed Veterinary Technician/Manager Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

GENERIC JOB PROFILE SUMMARIES

Licensed Veterinary Technician I INDIVIDUAL CONTRIBUTOR	Licensed Veterinary Technician II INDIVIDUAL CONTRIBUTOR	Veterinary Technician, Section Supervisor INDIVIDUAL CONTRIBUTOR	Veterinary Technician Manager I MANAGEMENT	Veterinary Technician Manager II MANAGEMENT
Assist veterinarian by explaining procedures to clients, preparing patients for examinations.	Assist veterinarian by organizing and prioritize the unit, clinicians, students, and patient needs per shift; monitor and assess patients for overall health status.	Assist veterinarian by organizing and prioritize the unit, clinicians, students, and patient needs; monitor patients; identify and report risks/complication in hospital care.	Supervise Section Supervisors; ensure development of staff and proactively act as primary liaison for technical guidance and expertise for students/staff/interns/residents and clinicians.	Manage overall staff; develop and implement staffing levels
Assist the veterinarian in examination, treatment, surgical procedures, radiology, anesthesiology, etc. for assigned clinical service, such as Surgery, Medicine, INC/ICU, Radiology, etc.	Provide direct technical support and advanced technical procedures; prioritize treatments and procedures for assigned cases. Able to transfer clinical skills to other sections, when needed.	Manage and oversee technical and support staff within hospital; assist in interview, hire, and train, orient, assign responsibilities, and participate in performance evaluations.	Schedule and delegate assignments; evaluation of job performance and administer annual performance evaluations for staff. Provide formal feedback in a highly constructive way as needed (includes performance dialogues, counseling, other written documentation, etc.). Responsible for recruitment, interviewing and hiring.	Develop and oversee hospital-wide scheduling and administer annual performance evaluation process, establish hospital standards for recruitment, interviewing and hiring and ensure procedures are met.
Alert clinicians to any problems with patients.	Monitor efficacy of catheters, fluids, and feeding tubes, perform post-operative care; assess pain management; contacting clinicians and alerting them of patient changes.	Provide direct technical support and advanced technical procedures; prioritize treatments and procedures for assigned cases including preoperative exams, preparation of animals, equipment and drugs, induction as well as monitoring anesthesia and recover process.	Organize and prioritize the unit, clinicians, students, and patient needs; carry out specific duties in examinations, treatments, and procedures; monitor and assess patients; identify and report risks/complications and assure patients receive effective, quality nursing care.	Oversee and ensure patient needs are met, ensure appropriate examinations, treatments, and procedures are followed and address and implement necessary changes to improve and ensure effective, quality care.

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		Monitor all aspects of care and pain management; contacting clinicians and alerting them of changes.	Oversee and provide technical support and advanced technical procedures; perform short-term anesthesia and recovery duties and monitor and tend to radiation patients.	
Answer routine medical questions, refer non-routine questions to clinicians and enter relevant information into client file.	Answer routine medical questions and assist shift staff with questions; refer non-routine questions to clinicians and enter relevant information into client file.			
Maintain a clean area; routinely clean and disinfect tables/counters and floors.	Maintain a clean area; routinely clean and disinfect tables/counters and floors; during shift ensure cleanliness standards are met.	Prepare induction, operating rooms and recover rooms to facilitate flow surgery scheduled; implement and ensure cleanliness standards are met.	Develop and implement policies, procedures and quality assurance programs for assigned areas related to Standards of care for patients; ensure cleanliness standards are met.	Develop and implement policies, procedures and quality assurance programs hospital-wide related to Standards of care for patients; ensure cleanliness standards are met.
Stock exam rooms and purchase/maintain inventory of supplies and equipment in assigned unit.	Consult with Team Leader/Supervisor related to purchasing and inventory control for unit; ensure accuracy of charges for patients' procedures, equipment, supplies, and medications.	Order, maintain and record drug inventory including controlled substances meeting legal and regulatory compliance requirements.	Evaluate equipment needs; provide for efficient ordering, maintenance and storage of inventory including instrumentation, equipment, drugs, materials and supplies; assist in budget process for equipment and supplies.	Manage budgets and monitor expenses; analyze costs and determine implementation needs aligning to strategic planning.
		Maintain equipment and troubleshoot minor repairs, maintain maintenance records and organize preventative maintenance schedules; negotiate service contracts with equipment vendors or third-party providers of maintenance agreements	Maintain equipment, inspect for malfunction and deterioration and provide recommend preventative maintenance and quality control proposals and oversee service equipment budget.	Evaluate and assess recommendations for equipment and preventative maintenance as well as vendors; develop budget and advise on equipment design and authorize materials and equipment procurement.
Assist with instructing veterinary students, interns and residents in techniques of animal handling, injections, local anesthetic, IV catheters, etc.	Instruct veterinary students, interns and residents in techniques of animal handling, injections, local anesthesia, IV catheters as well as other nursing care procedures; act as Shift point person for any questions/issues that may arise.			

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	Adapts, executes and leads change processes.			
	Oversee and coordinate service flow and schedules; recommendation staffing levels and caseload to ensure coverage for patient care; provide input to supervisor regarding hiring processes.		Prioritize treatments and procedures including coordination of patient scheduling considering type of treatments, procedures and other hospital services.	Partner with hospital-wide units to determine scheduling coordination for patients in consideration of prioritization of procedures.
	Work collaboratively with clinicians to coordinate case management within specific units, and serves as point of contact for section.			
	Assist with development and implementation of policy and procedure within assigned unit.	In partnership with CUHA leadership establish department specific policies and procedures and maintain quality assurance programs.	Manage the preparation, review and update of methodologies, protocols, techniques and standard operating procedures and related documents governing procedures and protocols.	Develop and maintain and distribute standard operating procedures and other related documents governing procedures and protocols; ensure procedures and protocols are properly documented.
Independently provide intermediate to advanced clinical procedures and may teach students (in-service training).	Serves as shift coordinator and act as training mentor for staff and students; may lead specialized training initiatives.	Create, coordinate and implement in-service education and training for technical and support staff, partner with unit supervisor to identify methods to optimize quality service delivery.	Create, oversee and implement educational development of staff regarding policies, nursing care standards and techniques; partner with residents, faculty, and chiefs of service regularly to discuss issues and continuously strive to improve the function of each corresponding unit.	Design and develop training programs for hospital-wide staff; access and implement recommendations in effort to improve hospital functions.
Demonstrated qualifications and skills enhanced through various units and cross training.	Act as inventory manager and/or project manager.			
Upholds and promotes positive culture.	Serves and/or leads hospital committees; recognized as emerging leader supporting change processes, promotes a positive culture and holds others accountable.	May serve on committees and/or hospital-wide project teams.	Serve on committees and/or hospital-wide project teams.	Lead committees and/or hospital-wide project teams.

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Purses development of skill set through regional continuing education opportunities.	Achieved certification; presents and teaches continuing educational courses.		Oversee the implementation and educational development of staff regarding policies, nursing care standards and techniques.	Develop and enforce educational requirements of staff development regarding policies, nursing care standards and techniques; implement educational materials into new staff orientation.
	Authors articles and participates and provides input and recommendations to research projects and functional networks.			
	Provides enhances communication and client services skills, acting as resource to resolve client concerns for within specific section.			
			Partner on development of career ladder; monitor staff career paths, make recommendations concerning promotion, disciplinary actions and/or termination of staff.	Develop and implement career ladder; cultivate and guide staff on continuous improvement; access and determine recommendations concerning promotion, disciplinary actions and/or termination of staff.
		Assist with client fee pricing related to supplies, equipment use and types of procedures; prepare and maintain service budgets	In partnership with leadership determine and implement client fees pricing related to supplies, equipment use and types of procedures; oversee service budgets.	Determine and implement client fees pricing related to supplies, equipment use and types of procedures; oversee service budgets.
		Work with faculty to identify methods to optimize quality service deliver for patients and client needs and to meet educational goals of students.	Prepare patient and hospital services scheduling; distribute equitable work assignments making adjustments when necessary on a daily basis ensuring efficient, quality care.	Evaluate staff needs, scheduling and distribution of work assignments; assess and make adjustment based on incoming patients.

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		Organize and develop work schedules to meet hospital and section goals.	Manage and supervise technical and support staff as well as support collaborations with students, clinicians and hospital staff ; interview, hire, train, orient, assign responsibilities, and conduct performance evaluations; collaborate with Human Resources to addressing staffing and employee issues.	Develop and maintain and distribute standard operating procedures and other related documents governing procedures and protocols; ensure procedures and protocols are properly documented.
			Train, monitor and track staff to be in compliance with standards, safety and environmental regulations, and other applicable requirements.	Ensure adherence and guide implementation of compliance with standards, safety and environmental regulations and other applicable requirements.
			Meet with residents, faculty and chiefs of services to regularly discuss issues and continuously strive to improve the functions of each unit.	Partner with leadership to evaluate and determine actions to continuously improve hospital-wide functions.
			Build effective relationships with a variety of constituents both internal and external to the hospital.	Act as liaison for both internal and external meetings and committees/conferences; collaborate with state and federal clients and agencies; serve on related leadership committees.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11035 LICENSED VETERINARY TECHNICIAN I, BAND C	11034 LICENSED VETERINARY TECHNICIAN II, BAND D	11343 VETERINARY TECHNICIAN, SECTION SUPERVISOR, BAND E NEX	12058 VETERINARY TECHNICIAN MANAGER I, BAND F	12059 VETERINARY TECHNICIAN MANAGER II, BAND G
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associate's degree from an AVMA accredited institution plus NYS licensure and up to 2 years relevant experience or equivalent combination.	Associate's degree from an AVMA accredited institution plus NYS licensure and 2 to 4 years relevant experience or equivalent combination.	Associate's degree from an AVMA accredited institution plus NYS licensure; More than 4, but less than 6 years of experience or equivalent.	Bachelor's degree and 2 to 4 years of experience working as a manager in a laboratory setting or equivalent.	Bachelor's degree and 3 to 5 years of experience working as a manager in a laboratory setting or equivalent.
IMPACT	Extend beyond the college/unit.	Extend beyond the college/unit.	Extend beyond the college/unit.	Moderate impact	Moderate impact
CONTACTS - INSIDE	Assists others Cooperation of task completion Handle confidential information	Coordinate activities Contribute to group projects	Coordinate activities Provide guidance and instruction Contribute to group projects	Assists and provide guidance to others Cooperation of task completion	Provide guidance to others Coordinate activities
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information.	Conduct somewhat complex business Provide factual information Handle confidential information.	Conduct somewhat complex business Provide factual information Handle confidential information.	Provide information within pre-established documents or programs	Providing/receive guidance, advice or information that must be analyzed and developed by the position
CONTACTS - STUDENTS	May provide training and instruction on equipment, instruments, machinery, methods.	Provide training and instruction on equipment, instruments, machinery, methods.	Provide training and instruction on equipment, instruments, machinery, methods.	Provide training and instruction on equipment, instruments, machinery, methods.	Provide training and instruction on equipment, instruments, machinery, methods.

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SUPERVISION	Students Temporaries On-the-job training	Provide administrative supervision. Assign and review work. Recommend hiring and participate in performance appraisal process	Provide administrative supervision. Assign and review work. Recommend hiring and participate in performance appraisal process	Day-to-day supervision to employees within the department.	Day-to-day supervision to employees within the department.
COMPLEXITY	Entire field tasks	Focus on an entire field	Entire field tasks	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills.	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills.
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits.	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students.	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students.
FREEDOM OF ACTION	Accomplish work tasks on detailed instruction from supervisor.	Accomplish work tasks on detailed instruction from supervisor.	Accomplish work tasks on detailed instruction from supervisor.	Directly affect an entire department Moderate effect on students and employees.	Directly affect an entire department Moderate effect on students and employees.
SUPPORT SKILLS – WRITING	Provide standard responses to inquiries.	Limited responsibility, OR is position's area of work	Provide non-standard responses to inquiries		
SUPPORT SKILLS – COMPUTER	Use business or technical programs for data input or word processing to create documents or reports.	Use business or technical programs for data input or word processing to create documents or reports.	Uses a variety of business or technical programs to complete information management or production tasks		

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EFFECTS OF DECISION MAKING	General supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices.	Little direct supervision of activities Considerable latitude for exercising judgment and self-direction.
WORKING CONDITIONS - PHYSICAL	Lift 20 to 50 lbs.	Lift 20 to 50 lbs.			
WORKING CONDITIONS - VISUAL	Close concentration and visual attention.	Close concentration, visual attention and need for manual dexterity			
WORKING CONDITIONS - HAZARD	Extreme working conditions at times, including exposure to hazards including contact with sick or violent people; sick or dangerous animals or highly toxic plants; highly toxic chemicals or substances; or equipment requiring extreme safety precautions. Safety gear is necessary for work activities.	Extreme working conditions at times, including exposure to hazards including contact with sick or violent people; sick or dangerous animals or highly toxic plants; highly toxic chemicals or substances; or equipment requiring extreme safety precautions. Safety gear is necessary for work activities.	Difficult working conditions at times. Exposure to conditions that require cautious handling of animals or toxic plants, chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear required at times. May be required to have been trained in biosafety level 2.	Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear is required in some aspects of work. May be required to have been trained in biosafety level 2.	Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear is required in some aspects of work. May be required to have been trained in biosafety level 2.