



**College of Veterinary Medicine
Veterinary Technician - Job ID #373050
AH Pro 1 - Clinical Vet Care - 8191CV
The Raptor Center - University of Minnesota**

Program/Unit description: Established in 1974 as part of the University of Minnesota College of Veterinary Medicine, The Raptor Center (TRC) is first and foremost a hospital for ill and injured raptors, caring for over 1,000 birds annually. As an internationally renowned veterinary teaching hospital, TRC trains students and professionals from around the world to become future leaders in raptor medicine and conservation and conducts multi-disciplinary ecosystem health research. In addition, TRC has a substantial education and outreach program to educate and inspire the public. Using raptor ambassador birds, TRC's education team uses innovative methods to reach over 150,000 people annually through a variety of programming at on and offsite venues and through virtual technology <https://www.raptor.umn.edu/>. All of this work is done with the assistance of a cohort of more than 300 volunteers. While part of the University of Minnesota, The Raptor Center functions as a nonprofit organization relying on philanthropic donations for much of the budget.

Position description: This position provides veterinary technician services at The Raptor Center (TRC)'s veterinary hospital. The primary responsibilities include supporting diagnostic procedures and providing anesthesia assistance during medical and surgical procedures, along with performing a variety of veterinary medical support services and patient care duties. Incumbents are expected to develop proficiency in TRC clinic protocols and required tasks and, following training, to independently and completely carry out assigned responsibilities without close supervision. This position requires flexible scheduling, including working weekends, holidays, and outside normal business hours.

Essential functions: To support the overall daily functions of TRC's clinic by providing a continuum of veterinary and animal care support, including when a senior certified veterinary technician (CVT) is not on duty. This role requires exceptional communication and organizational skills to successfully work with multiple staff members, students, and volunteers.

Responsibilities vary seasonally and will include:

Veterinary technician duties - 45%

- Laboratory tests and procedures: perform manual avian complete blood cell counts, in-house blood lead testing, in-house fecal evaluations, in-house culture and sensitivity testing; coordinate sample submission to external labs; and enter diagnostic results into a digital medical record system.
- Anesthesia and Surgery: set-up for surgical and anesthetic procedures, pre-medicate and induce general anesthesia in raptor patients, monitor general anesthesia, address anesthetic-related complications, place intravenous and intraosseous catheters, assist with sterile surgical procedures, recover patients from general anesthesia, enter anesthetic records into a digital medical record system, and assist with cleaning, restocking, and sterile instrument preparation.

**Clinic support tasks and general patient care - 40%**

- Assist with care of wild raptor patients undergoing medical treatment, which may include but is not limited to: basic patient restraint, bloodwork, radiographs, medication administration and treatments, feeding, cleaning, and completing all related medical records and paperwork.
- Assist with clinic maintenance tasks, such as but not limited to: cleaning instruments, wrapping packs, autoclaving, restocking the treatment room space, compounding medications, inventory, and receiving.

Volunteer training and engagement - 5%

- Assist with the training and supervision of volunteers in the various aspects of their clinical work
- Daily volunteer interaction and stewardship
- Assist the clinic manager in providing volunteer training and volunteer engagement opportunities, such as patient updates and continuing education opportunities, including but not limited to training, workshops, and patient update stories

Teaching and outreach - 5%

- Assist with hands-on training of visiting students and professionals
- May have the opportunity to contribute to the development and implementation of TRC's clinical training offerings, and externally facing conference presentations
- Represent TRC in a professional manner consistent with TRC clinic's identified mission and goals

Other duties as assigned (5%)**Minimum Qualifications:**

- Graduate of an Animal Health Technician Program or equivalent training.
- Strong written and verbal communication skills; ability to effectively communicate with diverse groups, including volunteers and the general public
- Strong observational skills
- Demonstrated ability to work independently and effectively with others
- Comfort in speaking in front of audiences
- Physical abilities: must be able to meet the essential physical requirements of the job as listed below.
- Basic competency in the Microsoft suite: Word, Excel, Gmail, Google Office Suite
- Ability to project a positive attitude towards co-workers, supervisor, volunteers, and the public
- Ability to provide excellent customer service – in person, online and on the telephone
- Ability to communicate respectfully and clearly in verbal and written communication, including speaking, listening, writing, and responding.
- Ability to use time efficiently and take initiative to respond to departmental needs
- Ability to work as a team member in a highly dynamic, busy environment
- Ability to adapt to a changing work environment and work effectively in an emergency room-type environment
- Problem-solving skills and strong interpersonal skills
- Flexibility to meet patient care needs.
- Flexibility in schedule that includes an ability to work during all seasons, weekends, evenings, and holidays, and the ability to fill some shifts on short notice.

(612) 624-4745

raptor@umn.edu

www.raptor.umn.edu

**Preferred Qualifications**

- Certified or eligible for certification as a licensed veterinary technician in Minnesota.
- Experience with avian hematology and manual complete blood cell counts
- Basic raptor knowledge
- Experience working with raptors or other wildlife in a rehabilitation setting
- Experience working with volunteers
- Knowledge of veterinary medicine terminology
- Knowledge of proper restraint and handling of large and small animals

Hourly Pay Range

\$23.32 - \$25.74, depending on education/qualifications/experience

Expected Hours

This is a full-time position averaging 40 hours per week. Shifts vary throughout the year based on daylight hours. Standard scheduling consists of five 8-hour shifts per week, with start and end times scheduled within the window of 7:30 AM to 7:00 PM. In some circumstances, schedules may be adjusted to four 10-hour shifts to meet operational needs. Overtime must be approved in advance by a supervisor.

Regular work days will include weekdays and weekends, with days off generally falling midweek (most commonly Tuesday/Wednesday or Wednesday/Thursday). Staff schedules may be adjusted, with advance notice, to provide coverage during vacations.

Due to the high volume of patient care during the summer months, vacation time in July and August is limited for this position.

Work Environment

This work is performed on site at The Raptor Center. This work environment may include exposure to noise, bright/low lighting, temperature variations from below freezing and working in outdoor winter temperatures to high heat, humid and weather events outdoors, animal bodily fluids and waste, and allergens such as mold, dust, and animal feathers and dander.

Supervisor

The Raptor Center's Clinic Manager

Required Training

- ZIMS medical record software
- TRC internal protocols and procedures



Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to individuals with disabilities to perform the essential functions. This will be determined on a case-by-case basis in conjunction with Disability Services.

- Ability to stand for prolonged periods of time
- Ability to walk ½ mile, climb stairs, balance, stoop, kneel, crouch, or crawl
- Ability to use hands to perform fine motor skills
- Ability to talk, hear, and smell to work safely in an animal care environment
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, and depth perception
- Ability to lift up to 50 pounds
- Ability to lift awkward, heavy objects from the ground
- Ability and willingness to wear a fitted N95 respirator for significant periods of time
- Ability and willingness to wear personal protective equipment and work in a biosecure quarantine space for significant periods of time
- Ability to physically capture and safely restrain wild raptors, including large eagles

How to Apply:

All applications for this position are required to be submitted online at:

<https://humanresources.umn.edu/jobs> with the Job ID #373050

Applications mailed to The Raptor Center will not be considered.

Cover letter and résumé required. These documents can be attached to your application by accessing your "My Activities" page and uploading documents there. This position will remain open until filled. For the best chance to be considered for this position, apply as soon as you are able.

To request an accommodation during the application process, please e-mail employ@umn.edu or call (612) 624-UOHR (8647).

The employer reserves the right to modify, change, or add to the duties of this job description, consistent with the University classification, at any time.

**Diversity**

The University recognizes and values the importance of diversity and inclusion in enriching the employment experience of its employees and in supporting the academic mission. The University is committed to attracting and retaining employees with varying identities and backgrounds.

The University of Minnesota provides equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression. To learn more about diversity at the U: <http://diversity.umn.edu>.

Background Check Information

Any offer of employment is contingent upon the successful completion of a background check. Our presumption is that prospective employees are eligible to work here. Criminal convictions do not automatically disqualify finalists from employment.

About the U of M

The University of Minnesota, Twin Cities (UMTC), is among the largest public research universities in the country, offering undergraduate, graduate, and professional students a multitude of opportunities for study and research. Located at the heart of one of the nation's most vibrant, diverse metropolitan communities, students on the campuses in Minneapolis and St. Paul benefit from extensive partnerships with world-renowned health centers, international corporations, government agencies, and arts, nonprofit, and public service organizations.