



COLTON REDLANDS YUCAIPA
REGIONAL OCCUPATIONAL PROGRAM
Inspiring Possibilities

2017-2018

Veterinary Assistant Advisory



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2017-2018 Veterinary Assistant Advisory *(12/1/2017)*

CRY-ROP piloted several different models of course advisories this year and the Veterinary Assistant instructor Karyn Retzer had the opportunity to complete a five-hour job shadow at the Animal Medical Hospital Association II with the office of Dr. Gregory R. This allowed time to discuss current industry practices, skills and education required, not only in the back office setting, but in the front office and “Angel Paws” grooming area as well.

Question 1

What does your hiring process look like?

Question 2

What interpersonal skills are most important in your industry?

Question 3

What foundational/technical skills are necessary for entry-level positions within your industry?

Question 4

What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

Question 5

What skills or practices have become obsolete in your industry due to changes in technology, equipment, regulations, laws, etc.?

Question 6

What types of training, education, certifications, or credentials are desirable for entry-level positions in your field?

Industry Advisors

Gregory R., Veterinarian, Animal Medical Hospital Association

Kelly R., Groomer, Angel Paws Grooming Salon

Jessica S., Veterinary Technician, Animal Medical Hospital Association



Agriculture and Natural Resources

Question 1: What does your hiring process look like?

The office accepts paper applications with a cover sheet attached. Only the most qualified applicants are called in for interviews. At least 2 years of experience at a grooming shop is desired, as there is no time to train someone in grooming techniques. Volunteer experience at a shelter can help an applicant gain a part-time job at a clinic or hospital.

Question 2: What interpersonal skills are lacking in today's workforce?

Communication and having thick skin is very important. Having the ability to interact with a diverse client base, common courtesy, phone etiquette, good handwriting and being patient with irritated clients are desirable skills and qualities. There is a no cell phone policy in the office, due to privacy issues and common sense. Basic math skills are also important.

Question 3: What foundational/technical skills are necessary for entry-level positions within your industry?

For a position as a vet technician, experience in a veterinary hospital or volunteering is needed, preferably with the handling of animals. Basic knowledge of the medical setting, grooming, customer service, computer skills, and client communication skills are helpful. The ability to look up or research information is required. The ability to learn new skills help employees keep up to date with changes in the industry. Employees should be available during office hours, arriving early, and at times staying late, and coming in for emergencies is this is the norm in the industry. Most clinics require both front office and back office skills of their employees. Regardless of experience, or position, you will be required to clean as well.

Question 4: What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

The office requires current MSDS/OSHA training, training pertaining to radiology/digital X-Ray machine safety, and blood analyzer. Purchasing your own grooming tools are desirable to start your own pet grooming business, or working with an established office (can be expensive though).

Question 5: What skills have become obsolete in your industry due to changes in technology, equipment, regulations, laws, etc.?

With X-Rays going to digital film, there is no longer a need to know how to perform dark room developing. Standard radiography is obsolete. Blood smears are not needed anymore. Digital record keeping is now replacing the older hard copies.

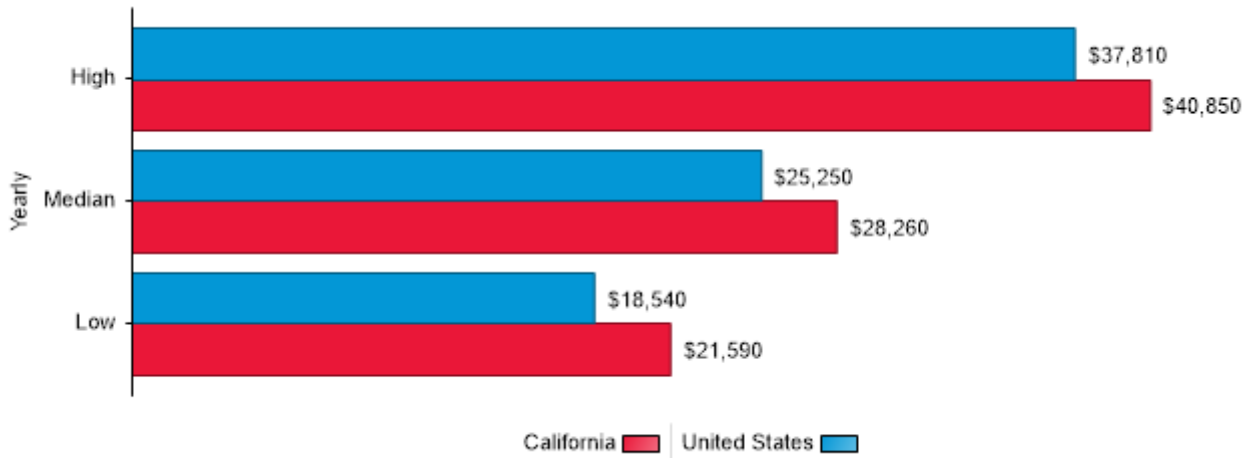
Question 6: What types of training, education, certifications, or credentials are desirable for entry-level positions in your field?

Animal science degrees, certification from technician school – Registered Veterinary Technician (RVT), Certified Veterinarian Technician (CVT), and hands on experience through volunteering are all helpful. Front office and basic math skills. No certifications are required for grooming.

Labor Market Information: Veterinary Assistant

<https://www.onetonline.org/>

Yearly Wages for Veterinary Assistants and Laboratory Animal Caretakers in CALIFORNIA

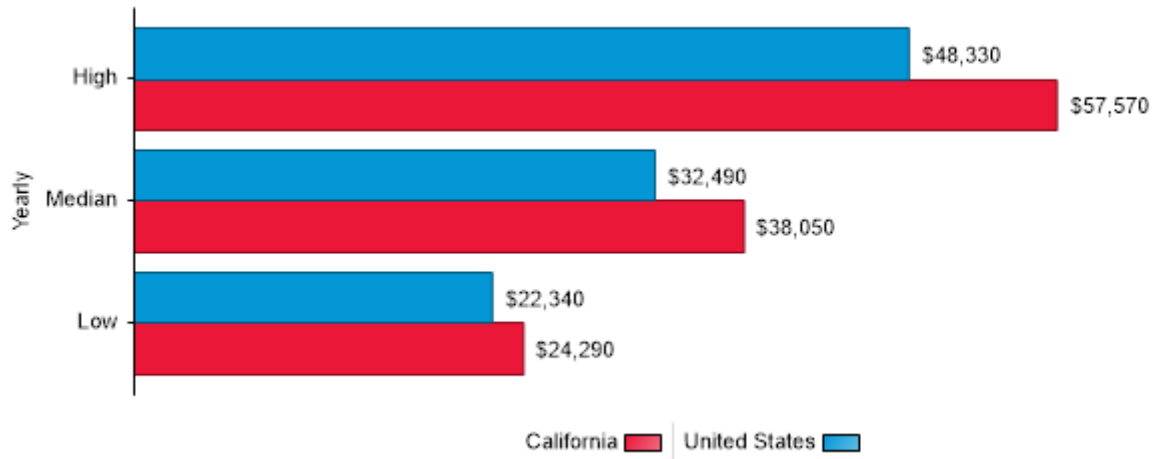


Projected Employment for Veterinary Assistants and Laboratory Animal Caretakers in CALIFORNIA

National	Employment		Percent Change	Projected Annual Job Openings*
	2014	2024		
United States	73,400	80,000	9%	2,190

State	Employment		Percent Change	Projected Annual Job Openings*
	2014	2024		
California	10,600	12,600	+19%	420

Yearly Wages for Veterinary Technologists and Technicians in CALIFORNIA



Projected Employment for Veterinary Technologists and Technicians in CALIFORNIA

National	Employment		Percent Change	Projected Annual Job Openings*
	2014	2024		
United States	95,600	113,600	19%	2,740

State	Employment		Percent Change	Projected Annual Job Openings*
	2014	2024		
California	9,400	12,200	+30%	370