



## **Job Vacancy: Admissions Team Member – 2<sup>nd</sup> Shift**

Do you thrive in fast-paced environments where no two days are the same? Rood and Riddle Equine Hospital is looking for an organized, energetic Admissions Team Member to join our dynamic Patient Care team!

### **Who We Are...**

Rood & Riddle Equine Hospital is a widely recognized, world renowned equine hospital. Our mission is to provide expertise for our patients in a caring, professional and ethical manner that creates value for the *entire* equine community. Behind every patient, we have several teams who make it all run smoothly, and our Admissions team is at the heart of it all. This is a chance to play a *vital* role as the first point of contact for clients and visitors, ensuring a warm, efficient, and professional experience.

### **What We Expect...(Essential Functions)**

- Safely & effectively handle all horses with unloading/loading processes, including horses of all breeds and ages.
- Learn and follow standard emergency protocols for unloading, handling and admitting sick or severely injured horses and assist vets as needed.
- Deliver individual client care to ensure their needs are met and they understand discharge instructions to properly bandage and/or medicate their horses at home.
- Provide exceptional patient care to all horses in both outpatient and inpatient barns. This includes but not limited to grooming, watering and haying patients as needed while abiding by strict biosecurity protocols.
- Must be able to identify and flag housed patients in need of immediate medical attention (i.e., suspect colic, cast in stall, self-harm behaviors, etc.) and alert veterinarians promptly.
- Learn and understand purpose of all dispensed medications and surgical bandages. The Admissions Team is responsible for locating, calculating, gathering and accurately ticketing out all medications/bandages for all patients released to go home.
- Learn and demonstrate knowledge of all elective medical and surgical procedures to both competently answer basic client questions and to properly determine barn and stall placement based on ailment and specific biosecurity protocols.

- Work closely with head of biosecurity as needed to formulate placement plans which vary seasonally and assist with implementation of all new PPE requirements.
- Have general equine nutrition knowledge of on-site hays and feed type options available. The Admissions Team is responsible for tracking private client feeds to ensure they do not run out before a timeline plan is formulated to either determine a comparable, on-site feed/hay substitution and if not, organize all aspects of off-site purchases with admins/clients/vets to ensure all billing details are handled appropriately and instructions are accurately entered into the patients' chart.
- Assist with light facility maintenance and record upkeep as needed or upon request. Duties vary seasonally.

### **Who We Want...(Requirements)**

- Strong interpersonal and communication skills
- Must have general computer skills to update patient database and patient tracking records.
- Must be able to stand/walk for at least 8 hours a day and able to lift a minimum of 50lbs
- Ability to multitask and stay organized in a fast-paced environment
- Confident decision-maker with a calm, solutions-oriented approach
- Passion for horses and empathy for their caregivers
- Availability for full-time, on-site work at our Lexington, KY hospital

### **What We Offer...**

- Starting wage is \$16-\$18.00/hr. Based on experience in horse handling and customer service. Initial employee evaluation after 90 days and 1 year, with merit-based raises based on performance.
- Premium health, vision and dental insurance benefits
- Long Term Disability and Term Life Insurance provided at Rood and Riddle Equine Hospital expense
- Life, Short Term Disability, Cancer, and Accident Insurance available
- Vacation, Sick & Personal Time
- Discounts for veterinary services, rental cars, John Deere, Big Ass Fans, & more!
- EAP (Employee Assistance Program)

**Ready to submit your interest to us?** Please express your interest in our open position by providing your most current resume and sharing with us WHY you want to join our team to [HR@roodandriddle.com](mailto:HR@roodandriddle.com).