

Large Animal Vet Tech Client Support Liaison Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=263248>

Downloaded On: Oct. 1, 2025 8:11pm

Posted Oct. 1, 2025, set to expire Feb. 12, 2026

Job Title	Large Animal Vet Tech Client Support Liaison
Department	Hospital for Large Animals
Institution	Tufts University Medford, Massachusetts
Date Posted	Oct. 1, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Health Services Agriculture/Animal Care Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/22382?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Large Animal Vet Tech Client Support Liaison Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=263248>

Downloaded On: Oct. 1, 2025 8:11pm

Posted Oct. 1, 2025, set to expire Feb. 12, 2026

The Hospital for Large Animals (HLA) at Cummings School of Veterinary Medicine provides comprehensive medical and surgical care for inpatient, outpatient, and emergency cases. The caseload includes a wide variety of large animal species, with horses representing the majority, as well as alpacas, goats, sheep, pigs, and other livestock and farm animals. As a teaching hospital, the HLA not only delivers advanced diagnostic and therapeutic care but also plays a critical role in training veterinary students, residents, and interns. Staff collaborate closely with faculty clinicians and students to ensure that patients receive compassionate, timely, and high-quality care while creating a positive and supportive learning environment.

What You'll Do

This hybrid position is a unique blend of Veterinary support and Client Services responsibilities, supporting both the clinical and administrative functions of the hospital. Each day begins with patient care, assisting the clinical team during the morning transition of cases from the night team to the day team. Throughout the shift, the role alternates between providing veterinary support to clinicians and students in the hospital and delivering exemplary client service at the front desk, based on operational needs. By bridging these two areas, the position ensures seamless continuity of patient care, efficient communication between clients and hospital staff, and a positive experience for patients, clients, and students alike.

Essential Functions in this role will be:

HLA Reception Coordination

- Welcome and register clients for scheduled and emergency visits.
- Schedule appointments, surgeries, admissions, and discharges.
- Serve as liaison between clients, referring veterinarians, and clinical teams.
- Provide treatment plan and policy reviews with clients, collect deposits, and obtain required signatures.
- Relay patient updates, visitation policies, and discharge information.
- Manage patient records, ensuring accuracy, completeness, and compliance with regulations.
- Answer general information calls, route clinical inquiries appropriately, and process client communications (phone, email, fax).
- Assist with financial reconciliation at the end of day.
- Coordinate client mailings and aftercare items.

Large Animal Vet Tech Client Support Liaison Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=263248>

Downloaded On: Oct. 1, 2025 8:11pm

Posted Oct. 1, 2025, set to expire Feb. 12, 2026

Veterinary Support

- Provide high-quality nursing care, treatments, and medication administration to large animal patients.
- Assist with morning patient transitions during rollover from night to day team.
- Support admissions, discharges, emergencies, and technical procedures.
- Perform and assist with catheterizations, venipuncture, sterile preparations, bandaging, endoscopy, radiology, abdominocentesis, rectal exams, and colic case support.
- Safely handle and restrain large animal patients across species.
- Observe patients for changes in condition and communicate findings to clinicians and students.
- Educate and assist veterinary students and interns in technical skills and patient care.
- Maintain treatment areas, restock supplies, and follow biosecurity protocols. 30%

Additional Responsibilities Include –

- Assist with loading and unloading of large animal patients when needed.
- Support animal care staff with operations including stall cleaning, feeding, and turnout as needed.
- Participate in staff meetings and contribute to a positive hospital environment.
- Other duties as assigned by supervisor.

What We're Looking For

Basic Requirements:

- High School Diploma or equivalent
- At least one year of related veterinary or large animal handling experience.
- At least one year of customer service experience, particularly in the fields of veterinary medicine or medical office experience
- Exceptional communication skills (both in person and by telephone)
- Ability to prioritize multiple responsibilities within a busy clinical setting
- Ability to effectively work as a member of a diverse team of clinical and administrative professionals
- Ability to lift up to 40 lbs. with or without accommodation.

Preferred qualifications include:

- Certified Veterinary Technician (CVT) or eligibility to sit for VTNE.

Large Animal Vet Tech Client Support Liaison Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=263248>

Downloaded On: Oct. 1, 2025 8:11pm

Posted Oct. 1, 2025, set to expire Feb. 12, 2026

- 3 -5 years of customer service experience, particularly in the fields of veterinary medicine or medical office experience.
- Experience with StringSoft software and/or other veterinary EMRs.
- Exceptional Client Service Awards and/or acknowledgments.
- Knowledge of medical/veterinary terminology.
- Advanced experience in the Equine or Veterinary Industry.

Pay Range

Minimum \$24.70, Midpoint \$29.50, Maximum \$34.20

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

,