



Position Title: Veterinary Research Assistant I

Department: Scientific Programs

Reports to: Project Manager

The Opportunity

This is an exciting role for an individual who is detail-oriented, people-focused, and inspired by the Golden Retriever Lifetime Study's mission. This is a highly interactive role that involves working closely with the Golden Retriever Lifetime Study participants through our Contact Center. This team member will play an essential role in data collection, quality control and participant support.

About Morris Animal Foundation

Established in 1948, Morris Animal Foundation is dedicated to improving and protecting the health of animals through scientific innovation, education and inspiration. Our investment in research has yielded life-saving vaccines, new treatments for critical diseases, superior screening tests, and advanced diagnostic tools. We respond to emerging animal health threats that endanger entire species and make new discoveries in basic animal biology to support applied research. With every study we fund - nearly 3,000 to date - we strive to advance the science of veterinary medicine, honoring the founding principles of Dr. Mark L. Morris Sr. to benefit animals worldwide.

Morris Animal Foundation is committed to promoting diversity throughout the organization, its staff, trustees and scientific advisers. Diversity within our organization enhances our capacity to communicate, strengthens our organization, makes our culture more robust and allows us to serve animals, donors and partners more effectively.

Golden Retriever Lifetime Study

The Golden Retriever Lifetime Study is one of the largest, most comprehensive prospective canine health studies in the United States. The Study's purpose is to identify the nutritional, environmental, lifestyle and genetic risk factors for cancer and other diseases in dogs. Each year, with the help of veterinarians and dog owners, the Foundation collects health, environmental and behavioral data on 3,000+ enrolled golden retrievers.

The Challenge: Participate in the Golden Retriever Lifetime Study operations team responsible for data collection, quality control and participant support activities.

The Team

The Veterinary Research Assistant I will be a valued member of the Golden Retriever Lifetime Study team within the Scientific Programs department. The Golden Retriever Lifetime Study team works in close collaboration with the Grants and Marketing & Brand Strategy teams.



The Skill Set

- Team-oriented and able to successfully work with people from diverse backgrounds
- Excellent organizational and time management skills
- Excellent computer skills with the ability to adapt to new databases and maintain spreadsheets
- Able to follow standard operating procedures and checklists with high accuracy

Position Requirements:

- High School Diploma/GED
- 2 years customer service experience
- Strong customer service skills, with the ability to communicate professionally over the phone and in writing
- Adhere to the Foundation's safety policies and procedures and encourage others to do the same
- Participate in building a culture of accountability, performance and trust
- Promote and adhere to Foundation Core Values: Excellence, Respect, Compassion, Collaboration, Innovation and Determination

Additional Desired Qualifications

- Evidence of a strong interest in animal health through work or volunteer activities
- Experience as a veterinary receptionist/technician and/or in a contact center

Position at a Glance:

Within three months, you will:

- Engage with participating dog owners and veterinarians by phone and email for daily reminders about upcoming appointments and completion of Study questionnaires
- Respond to incoming calls and emails from dog owners and veterinarians regarding Study operational procedures during Contact Center hours
- Provide grief support to dog owners during Contact Center hours
- Maintain study databases and tracking spreadsheets; including daily tasks such as annual Study visit verification
- Request medical records and tissue specimens for use in pathology confirmation and future research studies
- Assist with kit fulfillment for annual Study visits; fulfill scheduled daily shipments of Study kits to participating dog owners and/or veterinarians, and respond to unscheduled requests as needed



Within six months, you will:

- Be proficient in the inner workings and protocols of the Golden Retriever Lifetime Study
- Hold the ability to answer most Study participant inquiries without the need to reference written materials
- Effectively guide participants in the setup of Study fundraisers

Within one year, you will:

- Provide recommendations for streamlining/optimizing Golden Retriever Lifetime Study processes and procedures

Benefits

Morris Animal Foundation offers competitive pay with ample growth and professional development opportunities for its employees. A full benefits package includes paid employee health, dental, vision, LTD, life insurance and a matched 403b retirement account. Employees are given a lifestyle and fitness reimbursement, work from home equipment reimbursements and paid sick and parental leave. Come be a part of a compassionate and collaborative organization that is bursting with pride for its mission!

Position Specifications: Full-time, hourly, non-exempt position. Job duties include a general office environment, spent sitting and operating a computer and other office machinery. Must be able to read, write, and communicate fluently in English. If hired, you will be required to furnish proof of your eligibility to work in the U.S.

Work Location Requirements: 50% remote. Must be able to commute to office in Denver, Colorado, for Study kit fulfillment duties. Candidates are welcome to apply if willing to relocate prior to start date.

Salary Range: \$35,000 - \$43,300

How to Apply

Please email your resume and a cover letter that includes how you heard about this job and your salary requirements in a Word document or PDF, labeled with your complete name to the People & Culture Department at PCD@morrisanimalfoundation.org. Please list **Veterinary Research Assistant** in the subject line of your email. **Incomplete and/or inaccurate applications will not be considered.**



COVID-19 Vaccination Policy

Morris Animal Foundation is a science-based organization and supports the research community behind FDA-approved vaccines. The Foundation also is committed to protecting the health and well-being of our employees, their families, and members of our community against coronavirus (COVID-19) infection. Proof of COVID-19 vaccination will be required for all employees per our COVID-19 Vaccination Policy. Employees that are not vaccinated due to a qualifying medical condition or on the basis of a sincerely held religious belief can request accommodation at the time of the job offer.

Morris Animal Foundation Core Values*

Respect - We act with integrity and are accountable to the needs of others and respectful of their time, expertise and opinions. We listen and communicate thoughtfully, directly and openly, always assuming good intent. We are inclusive and value diversity.

Excellence – We advance animal health by funding only research that meets the highest scientific standards. We are committed to ensuring the best use of donor funds and Foundation resources to benefit animals everywhere.

Compassion - We care deeply about animals and the people who care for them. It is our responsibility and an honor to improve animal health.

Collaboration – We actively partner, creatively work together and freely share ideas to advance the science of animal health and grow our impact. We nurture, grow and educate the animal health community that shares our passion. Together we can do more.

Innovation – At our core, we value proven science but also seek creative solutions to meet the growing challenges of animal health in a changing global ecosystem. Based on what we learn, we constantly evolve to achieve our mission.

Determination - We are driven by our mission and seek answers with relentless pursuit. Using science as our compass, we develop pathways to animal health solutions. So long as animals face health concerns, we will continue to find answers.

*These are core competencies that are expected of all employees of Morris Animal Foundation.