



Job Title: Practice Manager
Department: Medical Services
Reports To: Director of Medical Services
FLSA Status: Exempt, Salaried

SUMMARY

The Center for Veterinary Care Practice Manager oversees all operations of the Veterinary center, including programs, staffing, and volunteers working within the department. This department provides services to the public including but not limited to high quality, high volume spay and neuter, trap-neuter-vaccinate-return for community cats, wellness clinic services, and end of life services. This position is responsible for achieving League goals and meeting financial responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Medical care and operations

- Ensure League and American Animal Hospital Association policies in client service manuals/SOP are followed and updated as needed.
- Maintain inventory for retail items, ensuring that these items are revenue generating for the organization.
- Prepare purchase orders for items and submit in accordance with Peggy Adams policy.
- Maintain and foster new relationships with outside vendors in conjunction with the Pharmacy Technicians and Director of Medical Services.
- In conjunction with Director of Medical Services, develop and monitor annual budget for department.
- Oversee recordkeeping for client rabies tag program.
- Develop and update data entry protocols and provide ongoing staff training related to data entry.
- Ensure scanning and storing of records from client and medical retail department adhere to the League's records retention policy.
- Perform humane euthanasia when necessary.

- Maintain and audit daily, weekly and monthly client service and medical retail reports for data entry accuracy and compliance with League policies

Client support

- Ensure staff and volunteers deliver exceptional client service at all times.
- Oversee client service and surgery follow-up process.
- Provide accurate, concise medical information to clients regarding animals receiving services through the clinic.

Staff and volunteer support

- Ensure staff and volunteers are following the League's policies and guidelines when assisting clients.
- Spend 75% of time working with directly with clients, volunteers, and staff.
- Monitor department staffing needs and develop staffing schedule.
- Manage performance of staff in the department, providing constructive feedback and motivating employees.
- In partnership with Director of Medical Services, create and maintain a workplace conducive to high employee morale and output, ensuring positive working relationships between clients, doctors, staff, and volunteers.
- Work with the Director of Medical Services to create a culture of embracing volunteerism, emphasizing the importance of volunteers in all aspects of the Medical Services department.
- Conduct and lead productive regular department meetings to identify and address issues as they arise.
- Complete yearly Performance Reviews and provide at least quarterly feedback as it relates to their employees.
- Responsible recruitment, employment, and release of all staff and volunteers within department.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must support the Animal Rescue League's mission, policies and practices.
- Must have a minimum of 3 years as a practice manager or similar experience, overseeing ten or more employees.

- Must have 3-5 years in veterinary reception or similar experience.
- Must have at least 3 years of veterinary surgical experience.
- Familiarity with American Animal Hospital Association guidelines.
- Must have the ability to navigate challenging client service issues tactfully, while representing Peggy Adams.
- Must possess a robust understanding of medical and veterinary language and verbiage, and an ability to communicate this language to individuals who do not.
- Ability to work independently and effectively with managers, staff, and volunteers to accomplish daily tasks as well as strategic plans and contribute effectively as part of a team.
- Affection for animals, concern for their welfare, and an ability to handle the physical and emotional aspect of work in an animal shelter environment, including euthanasia.
- Excellent oral and written communication skills.
- Must have working knowledge of animal shelter operations and best practices.
- Working knowledge of Microsoft Office required.
- Working knowledge of Chameleon shelter database preferred.
- Bilingual preferred.
- Willing to stay at the shelter during a hurricane or other disaster.
- Must possess a willingness to work evening and weekend hours as needed.
- Must have knowledge of animal care, sheltering, and behavior.
- Must possess a high-level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy.
- Must be able to present cohesive and detailed reports both orally and/or written to Management Team.
- Must provide Director of Medical Services with daily, weekly, and monthly updates.

EDUCATION and/or EXPERIENCE

- Associates or bachelor's degree, Technical Degree, or combined education/experience with at least three years' experience in managing staff.

COMPUTER SKILLS

- Proficient computer skills including, but not limited to, the ability to access databases, check company e-mail, etc.
- Working knowledge of Chameleon shelter database, Cornerstone, and Avimark

- A Point of Sale (POS) operating system
- Microsoft Office

MATERIALS and EQUIPMENT USED

- Multiline phone system
- Computer
- Copier
- POS system / cash drawer

PHYSICAL DEMANDS

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 may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to sit. In addition, the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks. The employee is required to stand or move frequently. The employee will also be required to bend their neck and twist their body. The employee will be required to consistently lift an animate or stationary object of up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate to loud.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name _____

Date: _____

Employee Signature _____