

JOB SUMMARY – ANIMAL RESCUE COALITION CLINIC MANAGER

The ARC Clinic Manager manages the day-to-day operations for the clinic, supporting the Executive Director and Medical Director to ensure that the organization is meeting its goals and fulfilling its mission. The Clinic Manager reports to the Executive Director with dotted line reporting to the Medical Director. The Clinic Manager delegates duties as needed to achieve clinic goals and oversees support staff to ensure individual duties are being completed, but is expected to step in and work alongside staff as needed to meet goals. This position is a supervisory position, and the successful candidate will be expected to provide leadership, direction and discipline when necessary. The Clinic Manager will have excellent oral and written communication skills and serve as point person for the dissemination of information to staff.

DUTIES & RESPONSIBILITIES:

1) Manages the human resources of ARC Clinic including, but not limited to:

- The recruitment, employment, scheduling and release of employees who report to the Clinic Manager including a senior veterinary technician, veterinary technicians, veterinary assistants, reception staff and Clinic volunteers;
- Maintaining personnel files (I-9s, documentation of trainings, discipline, reviews);
- Tracking employee time off (requested and approved);
- Working with Comptroller to handle payroll;
- Overseeing employee time clock;
- Maintaining employee handbook updates;
- Ensuring OSHA and safety procedures are monitored, updated and reported to maintain compliance;
- Maintains sound HR practices, including providing regular performance reviews and check-ins of ARC staff

2) In consult with the Medical Director, daily ARC Clinic Management including, but not limited to:

- Managing the efficiency and staffing in day-to-day operations of the clinic, including that staff are properly training and using their time efficiently and effectively;
- Manage patient scheduling to ensure receptionists book a proper number and breakdown of animals daily based on the requirements of the Executive Director and abilities of the scheduled doctor.
- Maintains relationships with and a schedule of relief doctors as needed.
- Manages transport in a manner that is efficient, but also safe for patients, clients and staff.
- Communicates with rescues, maintaining positive relationships and appropriate rescue scheduling.
- Participates in check in/out of surgical patients daily and wellness clinics as needed.

- Ensures policies in medical and administrative manuals are followed and updated as needed;
- Ensures maintenance and appropriate storage of completed client consent forms, accurate medical records and medical history/vaccine records (if applicable) for all patients.
- Ensures timely and accurate data entry, rabies certificates and discharge paperwork for each patient.
- Ensures proper pricing for items and proper subsidies and grants in clinic software.
- Ensures policies in medical and administrative manuals are followed and updated as needed;
- Ensures proper procedures for animal handling, disease control, and patient care;
- Ensures the clinic has proper working equipment and supplies and that the clinic is in compliance with all regulations and codes;
- Actively supports associate staff and volunteers, and promotes the development of skills related to the advancement of ARC's goals and mission;
- Ensures that the public receives world-class customer service from ARC staff that is courteous, respectful and professional and handles client complaints or concerns so the situation is diffused;
- Fills in for positions in the clinic where needed;
- Conducts and participates in meetings with staff to review procedures, discuss clinic marketing, workplace issues and share ideas.
- Monitors janitorial responsibilities. Oversee the general cleanliness of the facility both interior and exterior.

3) Financial Oversight

- Makes recommendations for the Clinic yearly budget and manages Clinic's resources within those budget guidelines.
- Measures Clinic performance with regard to finances and specific program services and maintains daily, weekly, and monthly clinic reports.
- Markets the clinic to increase our client base by outreach to the public and developing relationships with humane and professional agencies for referrals.
- Assists Comptroller with invoice payment, maintaining a chart of accounts and management of accounts receivable.
- Reviews all invoices prior to approving including credit cards, ER bills, and vendors.
- Reviews medical and office inventory spreadsheets to ensure proper spending.
- Ensures inventory is completed monthly.

SKILLS & SPECIFICATIONS

This position requires multi-tasking in a fast-paced, dynamic environment. Flexibility and adaptability will be invaluable as job duties may fluctuate from day to day and even moment to moment. The ability to communicate assertively and effectively with staff and clientele is essential. The ideal candidate will demonstrate self-initiative and the capacity to work independently. The Clinic Manager must be able to objectively evaluate clinic logistics and implement working solutions to inefficiencies in real time. Work duties may include occasional weekends and evenings, with advance notice.

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

- 1) Five (5) years managing people. Management experience in an animal welfare organization a plus.
- 2) Bachelor's degree or Associate Degree with commensurate work experience.
- 3) Working knowledge of Microsoft Word and Excel. Experience with ClinicHQ a plus.
- 4) Customer service experience.
- 5) Familiarity with Spay/Neuter Humane Alliance methods and protocols a plus.

JOB REQUIREMENTS

1. Must maintain a thorough knowledge of a veterinary practice and veterinary profession.
2. Must be able to communicate with the public and our partner rescue organizations on a daily basis in a professional, efficient and courteous manner.
3. Dependable attendance is required.
4. Any allergies to animals must be controlled through medication.
5. Must be able to lift 40 pounds.
6. This position requires the ability to walk, bend, stand and reach constantly during a minimum 8-hour day.
7. Visual acuity sufficient to maintain accurate records; recognizes people and understands written directions.
8. Ability to speak and hear sufficiently to understand, give information in person and over the telephone.
9. Fine motor skills adequate for utilizing office equipment such as facsimile machines, copiers and computer keyboards.
10. A clean driving record.
11. No history of criminal charges or convictions.
12. Must pass a drug screening test.

EMOTIONAL/MENTAL REQUIREMENTS

1. Must be able to work under stressful conditions and work efficiently and effectively under those conditions.
2. Must have the ability to rapidly and accurately process information.
4. Ability to delegate tasks and make decisions.

WORK ENVIRONMENT: The offices and operations of a high volume spay/neuter clinic can be high stress and very busy at times. The schedule can change and may require weekend or evening hours to complete the job. Candidate must be flexible with schedule changes on short notice.