DAKIN HUMANE SOCIETY POSITION DESCRIPTION

TITLE **PET HEALTH CENTER MANAGER**
HOURS: Full-time, exempt, salaried position
REPORTS TO: Executive Director

FUNCTION: The PHC Manager is responsible for hiring, training, supervising, and assisting the staff to perform their duties in a manner consistent with the clinic's mission and overseeing the non-medical operations of the clinic. They will partner with the organization's directors to ensure the highest quality of patient and client care while ensuring the department meets budget.

DAKIN'S GUIDING PRINCIPLES

Our Mission: Dakin Humane Society delivers effective, innovative services that improve the lives of animals in need and the people who care about them.

Our Foundational Belief: We believe people are good and will make good decisions for animals when they are treated with kindness and understanding, and when they have enough information and resources.

Our Core Values: Integrity, Compassion, Innovation

RESPONSIBILITIES:

Commitment to Helping Pets and the People who Love Them:

- Know clinic procedures and follow guiding principles in making decisions and approaching challenges.
- Demonstrate warmth, tact, and courtesy in client interactions.
- Provide clients with accurate information regarding fees, procedures, etc.
- Understand, recognize, and respond to barriers clients may face, including cultural and socio-economic factors. Be well-versed in available payment support options. Work to remove financial stigma by addressing the financial conversation openly and supportively while rectifying financial issues that arise with clients. Ensure that receptionists/CSR are also fluent in payment options and conversations to ensure that every animal receives needed care. Determine when special financial agreements are appropriate; ensure that agreements made are properly followed.
- Oversee training, supervise, and motivate the staff in their performance of duties to effectively facilitate the quality care of clients and patients.

- Ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems and training/re-training staff as needed to meet these standards consistently.
- Work with head technician to ensure that all staff are fluent in low-stress animal handling techniques.

The Logistics of Care:

- Set goals/design strategies for clinic performance based on previous performance and mission/vision.
- Be familiar with clinic protocols, procedures, employee handbook, job descriptions, and personnel files.
- Work with the Public Medical Director to oversee auditing of medical records for completeness and accuracy. Supervise usage of practice software to ensure client records are entered consistently and correctly.
- Establish an inventory control system to assure adequate stocks of supplies are available; plan for periodic audits; negotiate best prices. Analyze and monitor the depletion rate of supplies and equipment.
- Efficiently accept payments, process financial reports, prepare payroll, and complete a variety of clerical duties. Be comfortable with relevant software applications.
- Know the spelling and meaning of commonly used terminology of veterinary medicine.
- In partnership with Human Resources, hire support staff, formulate job descriptions, set salaries, and staff scheduling to ensure superior patient/client care and hospital efficiency while monitoring overtime and payroll costs.
- Supervise all levels of non-veterinary personnel within the clinic (non-medical related decisions).
- In conjunction with the Public Medical Director, conduct regular staff and management meetings to share information, feedback, and ideas.
- Ensure that CVTs, technicians and assistants lead exam rooms and effectively facilitate client/patient flow.
- In partnership with the Marketing department, market clinic services to the public.
- Oversee the maintenance and upkeep of PHC facilities and equipment.
- Periodically review and recommend ways to enhance front desk efficiency and accuracy.
- Ensure that the clinic and the healthcare team are in compliance with any applicable laws and regulations, including radiology.

Finance and Accounting:

- Monitor and report on accounts payable and receivable.
- Monitor payment plans as well as the use of donor grants for patient veterinary care.
- Assists in development of the department budget and manages Clinic resources within approved budget guidelines. Work with the finance department for necessary financial

reporting. Pull and monitor analytics from Cornerstone and monitor financial reports from Finance Director to ensure department is on track.

- Review statements/KPIs for trends, bringing to the Director of Operations any apparent problems; recommend adjustments and corrections.
- Advise on the formulation and development of actions necessary to improve the effectiveness and profitability of the practice.
- Participates in the grant application and administration process including planning and implementation, proposal review, and the administration of records, documentation, and appropriate expenditures.
- Advanced computer skills and proficiency required. It will also be necessary to become proficient in the use of the practice management software.

Find Solutions and Support Each Other:

- Practice active listening, critical thinking, time management, judgment, and decision-making skills.
- Provide guidance, direction, and support for subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations. Working with HR, make fair and just recommendations concerning personnel matters and assist with follow-through of disciplinary actions.
- Maintain communication with the directors to ensure expectations and goals are met.
- Work with professional consultants and services as needed following the best industry practices of the hospital.
- Communicate effectively, efficiently, and sensitively with patients, pet owners, and team members to show compassion, integrity, and concern for others, even when hectic. Communication includes fluently speaking, reading, and writing in English. Fluency in Spanish is a plus.
- Maintain positive, cooperative relationships with all team members and ensure that your actions support the department, the doctors, and the organization's guiding principles.
- Provide guidance and leadership to the healthcare team that will positively influence morale and the care provided to clients and patients. Ensure that staff understand and implement values and mission.
- Actively supports volunteers and interns and promotes the development of skills related to the advancement of our goals and mission.
- Works with the operations team to recommend and implement policy/procedural changes for the organization.
- Assists marketing and development department to support public communications.
- Perform other duties as assigned.

POSITION REQUIREMENTS:

Education & Experience:

- A minimum of three years of veterinary practice management experience required.
- Bachelor's degree in business or related discipline preferred, or the equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. Preference will be given to B.A. Management or Leadership, M.B.A., CVPM, and CVT/LVT candidates.
- Veterinary knowledge is a must, and technician skills are even better.
- Knowledge of animal welfare issues is a plus.

Mental, Physical, and Communication Demands:

- Requires patience, tact, and demonstrable compassion when working with people who are expressing a wide range of strong emotions, including anger, grief, frustration, and joy.
- Must be able to communicate skillfully and effectively with culturally diverse communities of people of all ages, including staff and volunteers.
- Requires working independently and effectively while meeting multiple deadlines.
- Requires the ability to work in an environment with occasionally loud noise levels.
- Must have affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- While working with sheltered animals there is a risk of exposure to parasites and infectious diseases.
- Allergic conditions, which would be aggravated when handling or working with or near animals or cleaning supplies, may be a disqualification.

I acknowledge that I have received and read the job description for the position of Pet Health Center Manager. I understand the duties and responsibilities associated with this position and I am aware of the qualifications and skills required to perform this job effectively.

Employee signature: _____ Date: _____