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| **Job Title:**  Clinic Manager | **Department:**  Spay/Neuter Clinic | **Salary/Pay Grade:**  **$18/hour** |
| **Location:** | **FLSA Exemption:**  Nonexempt | **Supervisor:**  Executive Manager |

# JOB SUMMARY

The Clinic Manager is in charge of the day-to-day operations for the entire clinic and supports the Executive Director in ensuring the overall financial and emotional health of the organization and that the organization is meeting its goals and mission. The Clinic Manager delegates duties as needed to achieve clinic goals and oversees support staff to ensure individual duties are being completed, but ultimately 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 manage and diffuse staff interpersonal issues. The Clinic Manager will serve as point person for the dissemination of information to staff.

# DUTIES & RESPONSIBILITIES

1. Manages the human resources of the clinic including, but not limited to:
   * Handles recruitment, employment, and release of all personnel, both paid staff and volunteers; with input from the Executive Manager as necessary
   * Tracks employee time off (requested and approved);
   * Maintains employee handbook and procedures updates;
   * Keeps employee and volunteer calendar; ensuring full staffing of the clinic
2. Ensures proper training of staff and team building for all staff including but not limited to:
   * Responsible for managing the day-to-day operations of the clinic;
   * Provides regular performance reviews and check ins;
   * Ensures policies in medical and admin manuals are followed and updated as needed;
   * Ensures proper procedures are in place for animal handling, disease control, and patient care;
   * Oversees training of staff and oversees controlled substances logs;
   * Ensures staff are properly trained and using their time efficiently and effectively;
   * Ensures the clinic has proper working equipment and supplies and that the clinic is in compliance of all regulations and codes;
   * Actively supports associate staff and volunteers, and promotes the development of skills related to the advancement of our goals and mission;
   * Follows the clinic philosophy and guiding principles;
   * Ensures that the public receives world-class customer service that is courteous, respectful and professional service from all staff according to our philosophies and guiding principles, 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 workplace issues and share ideas. Meets with the Executive Director to develop long-range programs, review policies and procedures, and financial statements.
3. Financial Oversight
   * Recommends yearly budget for in conjunction with the Executive Director
   * Measures clinic performance with regards to finances and specific program services and maintains daily, weekly, and monthly clinic reports.
   * Assist the Executive Manager in marketing the clinic to increase our client base by outreach to the public and developing relationships with humane and professional agencies for referrals.
   * Assist the Executive Manager in writing materials including appeals, newsletters, social media posts, and website materials.
   * Assists the Executive Manager in securing ongoing funding for clinic through building donor relations, corporate sponsorships, in- kind donations, special events, grant writing and increasing client usage at the clinic.
   * Assists the bookkeeper in reviewing all invoices prior to approving including credit cards and vendors.
   * Reviews medical and office inventory spreadsheets to ensure proper spending.
   * Assist the receptionist with daily deposits.
   * Monitors financial statements and adjusts spending as necessary to remain within budget on all line items.
   * Works with vendors to secure best pricing on supplies and materials.
4. Actively promotes spay and neuter and educates clients on responsible pet care.
5. Represents the clinic in a professional, courteous manner at all times.
6. May be asked to attend Board meetings to provide a status of clinic operations.
7. Other duties as assigned.

# 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 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, and the Clinic Managershould anticipate occasional disruptions of his/her personal life after work hours (employees calling off, scheduling crisis, etc.).

# EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

1. 5 years managing people a plus
2. Bachelors/Associates degree in science or LVT degree with significant business experience
3. Above average computer skills with ability to use Google suite, Word, Excel, and do data analysis.
4. Experience with ClinicHQ preferred
5. Customer service experience
6. Familiarity with Spay/Neuter methods and protocols a plus
7. 3+ years of veterinary, shelter, or similar experience

# JOB REQUIREMENTS

1. Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks
2. Will be asked to communicate with the public on a daily basis in a professional manner
3. Must be able to read and understand scientific/veterinary materials

# EMOTIONAL/MENTAL REQUIREMENTS

1. Must be able to work under stressful conditions and work efficiently and effectively under those conditions
2. Must be able to cope with death either due to surgical complication or euthanasia
3. Ability to rapidly and accurately process information with willingness to constantly learn new veterinary practices or changes in shelter/clinic management
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. Can include working some holidays, depending on clinic needs. Candidate must be flexible with schedule changes on short notice.

To apply please send your resume and cover letter to Tereza Marks, Executive Director at executivedirector@petalliesaz.org