



Revised 2021

<b>Position Title:</b>	Practice Manager
<b>Reports to:</b>	Executive Director
<b>Schedule:</b>	Year Round/Full Time
<b>Classification:</b>	Non-Exempt
<b>Salary:</b>	\$35,360 - \$54,080
<b>Benefits:</b>	Eligible for paid time off, health benefits package, paid holidays, discounted veterinary services.

### **Purpose of Position**

The practice manager is responsible for the business activities of the practice including: hiring and training administrative and client services support staff; working closely with the Lead Veterinary Technician to hire veterinary support staff and support the Lead in training those staff members; collaborating with necessary staff members to prepare financial statements and budgets as well as weekly bank deposits; monitoring key hospital performance indicators and setting fees; maintaining inventory and an inventory control system; managing the hospital software; and implementing safety and security procedures.

This is a leadership position with the additional responsibility of ensuring a positive work environment in which the practice achieves its goals and works collaboratively with other MCPAWS entities to achieve the mission of the organization.

### **Duties and responsibilities**

#### **CLIENT RELATIONS**

- Promotes a client-centered environment and facilitates processes that meet client needs
- Maintains the practice philosophy for attracting new clients and retaining existing clients.
- Facilitates resolution of client problems that doctors or other staff members cannot finalize.
- Resolves financial problems with clients, collecting delinquent accounts and "NSF" checks; determines when special financial agreements (e.g. payment plans) are appropriate
- Works with clients who qualify for safety net programs to ensure organizational goals of providing accessible veterinary care for pets belonging to underserved members of our community are achieved

#### **LEADERSHIP**

- Assists in planning and organization of personnel events
- Schedules and coordinates regular performance reviews as well as performance improvement plans for administrative and veterinary support staff

- Works with Lead Veterinary Technician to schedule staff and doctors
- Researches potential opportunities and coordinates training and professional development opportunities for veterinary and shelter medicine staff at both hospital and shelter facilities. Assist staff in planning for continuing education; establishes and maintains publications and veterinary medicine library
- Resolves hospital staff issues
- Is accessible by staff while maintaining a professional relationship with them

#### **FINANCE AND ACCOUNTING**

- Works with the Executive Director and Director of Veterinary Services in preparing budgets and financial statements and providing information for annual audit
- Reviews financial statements and key performance indicators and discusses them with the Executive Director and Board of Directors
- Sets goals for hospital performance based on previous performance and mission/vision; designs strategies for meeting these goals
- Supervises usage of practice software to ensure that client records, including charges for services, are entered consistently and correctly
- Monitors and reports on accounts payable and receivable
- Ensures invoices and receipts for any business purchase made at MVH are provided to the Accounting and Finance Specialist in a timely and organized manner
- Establishes an inventory control system to assure adequate stocks of supplies are available; plans for periodic audits
- Provides oversight and direction for Community Outreach program to identify candidates for the program and work with doctors and vet support staff to develop and follow through on approved veterinary care for qualifying animals.

#### **HOSPITAL FACILITY**

- Works with appropriate staff to develop a schedule for hospital maintenance and to ensure that maintenance activities meet practice medical standards
- Orders and supervises storage of non-medical supplies
- Maintains a facility visually appealing to client and staff
- Designs and administers safety and security regulations and training

#### **MARKETING**

- Collaborates with Development Director and marketing staff to ensure marketing and public relation campaigns are consistent with MCPAWS mission, vision, and brand
- Manages hospital Facebook and Instagram page
- Promotes internal marketing programs to increase client/patient visitation rate
- Ensures client reminders are mailed/mailed in a timely fashion

#### **OTHER**

- Directs portions of the Safety Net Outreach Program that are applicable to MVH: Gracie's Fund, Compassionate Community. This includes overseeing scheduling, care, and communications with program clients as well as acting as main tech for procedures
- Interfaces with Shelter Medicine Coordinator, Shelter Manager, and/or Veterinarians to ensure that shelter animals are scheduled for needed veterinary care in a timely manner

- Communicates objectives, motivates staff, builds and maintains morale; maintains core values and standards
- Attends and takes an active role in leadership team meetings as well as practice staff meetings
- Promotes a cooperative working environment among staff members; understands the value of teamwork; shows enthusiasm and willingness to perform as necessary to help the practice function as a unit
- Understands and carries out oral and written directions
- Promotes continuous quality improvement
- Performs other duties as assigned

#### **Qualifications**

- A genuine compassion for all animals, regardless of their condition, history, or breed
- Be able to learn and practice all applicable safety rules and regulations
- Be able to learn assigned tasks readily
- Be able to deal tactfully and effectively with the public
- Be able to acquire a working knowledge of state, county and city laws and ordinances relating to the care, treatment and regulation of animals
- Be able to interact with dogs and cats safely and efficiently
- Meet general appearance standards as defined for public contact work
- Have basic computer skills, including experience with databases and work processing programs.
- Be able to learn and follow MCPAWS' philosophy related to shelter and hospital services and show courtesy toward all clients, co-workers and volunteers
- Be able to multitask in a fast paced and, at-times, stressful environment

#### **Experience/Education**

- Minimum three years' prior work experience in a related field, including one year supervisory/management level experience
- Associate or Bachelor's degree
- Previous experience in a veterinary or other clinical setting is preferred
- Work exposure to all aspects of a business enterprise, with experience in budgeting and financial reporting is preferred
- Upper salary level as identified in salary range for this position, may require formal certification in veterinary practice management

#### **Knowledge/Skill/Ability**

- Working knowledge of Quickbooks, Excel, and other computer programs as needed
- Feel and express a genuine liking for animals and for working in an animal care environment
- Must be able to work under the broad general administrative supervision of the Executive Director and to be able to use sound personal judgment in selecting methods, establishing priorities, and arriving at conclusions
- May be required to work uncommon hours, overtime, and be subject to recall in emergency situations
- Deal intelligibly, pleasantly and efficiently with staff and clients on the telephone and in person, often doing several things at one time
- Work almost constantly in the presence of other staff members and clients
- Be flexible in attitude and work habits

- Quickly learn how to pronounce, know the meaning, and spell commonly used veterinary terms

### **Work Environment/Conditions**

While performing this job, the employee is regularly exposed to wet and/or humid conditions, and noisy environment.

Position requires a prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping if the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near, far, and color vision in performing medical procedures and using the computer, and hearing is required when providing phone and counter service. The incumbent may be around animals that are agitated or injured that may attempt to bite or scratch. The need to lift and carry animals and/or records weighing in excess of 50 lbs also is required.

### **Work Schedule**

This is a 40 hour per week position and Flexible Work Schedule policy eligible. Employee may be required to work uncommon hours, overtime, and be subject to recall in emergency situations

### **Non-Discrimination Employment Policy**

MCPAWS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

### **Disclaimer Statement**

The above is intended to describe the general content of, and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

### **Position Description Acknowledgement Form**

I have received a copy of the job description for my position:

Position: \_\_\_\_\_

Revision Date: \_\_\_\_\_

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

**Reviewed with employee by:**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Received and accepted by:**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.