



JOB SUMMARY – ANIMAL RESCUE COALITION CLINIC MANAGER

The ARC Clinic Manager manages the day-to-day operations of the clinic, supporting the Executive Director and Medical Director ensuring that the organization is meeting its goals and fulfilling its mission. The Clinic Manager reports to the Executive Director with a 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 has excellent oral and written communication skills serving as the 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 training, 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, kept current, and generate reports to maintain compliance.
- Maintains sound HR practices, including providing regular performance reviews and periodic check-ins of ARC staff.

2. Consults with the Medical Director and ARC Clinic Management daily on issues such as:

- Guiding the efficiency and staffing in day-to-day operations of the clinic, including ensuring staff is properly trained and using their time efficiently and effectively.
- Oversee patient scheduling to ensure receptionists book a proper number of appointments daily based on the requirements of the Executive Director and the abilities of the scheduled doctor.
- Maintains relationships with and schedules relief doctors as needed.
- Manages transport in a manner that is efficient and safe for patients, clients, and staff.
- Communicates with rescuers, maintaining positive relationships and optimizing rescue schedule.

- Participates in check-in/out of surgical patients daily and wellness clinics as needed.
 - Follows policies in medical and administrative manuals and updates, as needed.
 - Ensures the maintenance and appropriate storage of completed client consent forms, and keeps 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.
 - Confirms pricing for items, subsidies, and grants in clinic software.
 - Follows proper procedures for animal handling, disease control, and patient care.
 - Checks that the clinic has proper working equipment, and supplies, and follows all regulations and codes.
 - Actively supports associate staff and volunteers, promoting the development of skills related to the advancement of ARC's goals and mission.
 - Provides the public with world-class customer service from ARC staff that is courteous, respectful, and knowledgeable. Handling client concerns with professional care.
 - Flexible to fill in for positions in the clinic where and when needed.
 - Conducts and participates in meetings with staff reviewing procedures, discussing clinic marketing, and workplace issues, plus sharing ideas.
 - Monitors janitorial responsibilities.
- Oversee the general cleanliness of the facility both interior and exterior.
- Responsible for physical plant and building concerns which arise (plumbing, electrical, pest control, landscaping, etc.).
 - A resource and problem solver for the clinic's technology.

3) Financial Oversight

- Makes recommendations for the Clinic's yearly budget to manage the Clinic's resources within those budget guidelines.
- Measures Clinic finance performance, specific program services, and maintains daily, weekly, and monthly, clinic reports.
- Supports public outreach by 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 before approving including credit cards, ER bills, and vendors.
- Evaluates medical and office inventory spreadsheets to ensure proper expenditures.
- 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 fluctuate from day to day and even from moment to moment. The ability to effectively think and assertively communicate with staff and clientele is essential. The ideal candidate will demonstrate self-initiative with 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 is a plus.
- 2) Bachelor's degree or Associate Degree with commensurate work experience.
- 3) Working knowledge of Microsoft Word and Excel. Experience with ClinicHQ is a plus.
- 4) Customer service experience.
- 5) Familiarity with Spay/Neuter Humane Alliance methods and protocols is a plus.

JOB REQUIREMENTS

1. Knowledge of veterinary practice and the veterinary profession.
2. Able to communicate with the public and partner rescue organizations daily in a professional, efficient, and courteous manner.
3. Dependable attendance and timeliness are required.
4. Any allergies to animals must be controlled through medication.
5. 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; recognize people, and understands written directions.
8. Able to speak and hear sufficiently to understand, and give information in person or 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. Meet Organization's Screening Requirements.
12. Able to meet the organization's drug-free policy.

EMOTIONAL/MENTAL REQUIREMENTS

1. Under stressful conditions, to work efficiently and effectively.
2. The ability to process information rapidly and accurately.
3. The ability to delegate tasks and make decisions.
4. Possess emotional intelligence, self-awareness, and the ability to prioritize.

WORK ENVIRONMENT

The offices and operations of a high-volume spay/neuter clinic can be highly stressful and very busy at times. The schedule can change and may require weekend or evening hours to complete jobs. The candidate must be flexible with schedule changes on short notice.

This position has a salary range of \$50K to \$55K. See the full job description on www.MBJGroup.com. To apply send a cover letter and resume with salary expectations to Karen@mbjgroup.com by March 31, 2023.