



JOB SUMMARY

ANIMAL RESCUE COALITION CLINIC MANAGER

The ARC Clinic Manager manages the Clinic's day-to-day operations, supporting the Executive Director in ensuring that the organization meets its goals and fulfills its mission. 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 necessary to meet objectives. 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 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, updated, and reported to maintain compliance;
- Maintains sound HR practices, including providing regular performance reviews and check-ins of ARC staff

2) Daily ARC Clinic Management including, but not limited to:

- Managing the efficiency and staffing in day-to-day operations of the clinic, including ensuring staff are properly trained and using their time efficiently and effectively;
- The Clinic Manager will work with the Comptroller to learn how to manage patient scheduling. If the Comptroller is unavailable, the Clinic Manager will schedule patients to ensure the proper number and breakdown of animals. These criteria for daily scheduling will be based on the requirements of the Executive Director and the abilities of the scheduled doctor.
- Will learn from the Comptroller how to maintain relationships with and schedule relief doctors as needed.

- Will learn from the Comptroller about communications with rescue partners, 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 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.
- Responsible for physical plant and building concerns that arise (plumbing, electrical, pest control, landscaping, etc.)
- Acts as a resource and problem solver with the clinic's technology.

3) Financial Oversight

- Makes recommendations for the Clinic's yearly budget and manages the Clinic's resources within those budget guidelines.
- Measures Clinic performance concerning finances and specific program services and maintains daily, weekly, and monthly clinic reports.
- Markets the clinic to increase client base by outreach to the public and developing relationships with humane and professional agencies for referrals.
- Attend meetings and participate in events with Southeast Animal Alliance (SAA) and with the Florida Association of Animal Welfare Organizations (FAAWO).

- Assists the Comptroller with invoice payment, maintaining a chart of accounts, and accounts receivable management.
- Review all invoices before approving including credit cards, ER bills, and vendors.
- Review 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. The Clinic Manager must be in the clinic when it opens at 7:45 a.m., overseeing check-in, and patient discharge at 4:00 p.m. 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 is a plus.
- 4) Customer service experience.
- 5) Familiarity with Spay/Neuter Humane Alliance methods and protocols is 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 daily in a professional, efficient, and courteous manner.
3. Presence at patient intake and discharge is required, as well as dependable attendance.
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 in maintaining accurate records, recognizing people, and understanding written directions.
8. Ability to speak and hear sufficiently to understand, and give information in person, and over the telephone.
9. Fine motor skills adequate for utilizing office equipment.

10. A clean driving record.
11. Meet the Organization's Screening Requirements.
12. Able to meet the Organization's drug-free policy.

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.
3. Ability to delegate tasks and make decisions.
4. Must possess emotional intelligence, self-awareness, and an ability to prioritize.

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. The Candidate must be flexible with schedule changes on short notice.