



Job Description for JVA

TITLE: Clinic Manager

FLSA: Exempt (salaried)

REVISED: April 11, 2016

REPORTS TO: Director of Operations

SUPERVISES: Clinic Supervisors, Relief Veterinarians and Clinic staff

Position Summary:

Responsible for planning, organizing and managing the veterinary nursing and medical care operations and services of the Foundation's clinic. Oversees assigned staff, assigns duties, and assures the effectiveness of department functions. Provides service and guidance as needed to resolve customer concerns.

Essential Duties and Responsibilities:

- Directly and indirectly supervises all relief veterinarians, licensed veterinary technicians, veterinary assistants, PIMA students and clinic volunteers. Responsible for the hiring and training of staff, and regularly reviews and evaluates job performance; responsible for assuring that proper policies and procedures are followed; addresses employee grievances and complaints; completes and performs annual employee performance reviews.
- Delegates responsibilities within the medical clinic for the purpose of increasing the overall efficiency of the clinic, and structures the activities of clinic staff to maximize the utility and effectiveness of assigned staff according to their abilities and/or licensing.
- Writes, reviews and maintains standard operating procedures, protocols and instructions applicable to The Animal Foundation veterinary nursing care and clinic operations. May assist in writing and reviewing company policies related to veterinary nursing care and clinic operations. Evaluates all new and ongoing projects regularly to determine and implement needed changes; regularly reviews policy and procedures manuals and standard operating procedures to assure compliance with local, state and federal guidelines and the foundation mission.
- Oversees the creation of work schedules for clinic veterinary nursing employees. Creates and maintains the work schedules for relief veterinarians. May assist with creation and posting of veterinarian schedules.
- Oversees the maintenance of inventory for all items in the clinic, and monitors the supplies that are ordered. Performs ongoing cost analysis to determine the lowest prices on supplies routinely used by the medical clinic, and adjusts ordering habits accordingly. May be required to maintain a spreadsheet of competitive bids, vendors and related information. Monitors the use of supplies within in the medical clinic and routinely identifies and eliminates sources of waste.
- Prepares the yearly medical budget for the medical clinic with the Director of Operations and monitors the departmental budget on an a monthly basis.
- Manages disciplinary problems with the clinic staff as needed, and reports these problems to the Director of Operations in a timely and organized fashion.
- Cooperates with the Director of Operations to create and implement new and improved training strategies to continuously raise the level of overall competency of all clinic staff. Participates in delivery of training of staff members to ensure that all safety regulations, The Animal Foundation policies, state and local policies, procedures, and regulations are followed.
- Oversees the work performance of medical clinic staff, including but not limited to the creation and utilization of systems to be sure all clinic reports are running correctly and are being interpreted and used properly by clinic staff. Regularly audits the quality of physical exams and data entry



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performed by the medical clinic for all animals in the shelter. Ensures that all treatments (including booster vaccines) performed by the medical clinic are done correctly and on time.

- Ensures that assigned staff are following appropriate disease transmission prevention techniques such as wearing gloves and observing appropriate disinfection protocols in between the handling of each patient. Enforces the written protocols for maintaining and ensuring appropriate disinfection techniques within the medical clinic.
- Ensures that humane care and proper attention is provided to all animals that are treated or housed in the medical clinic or examined by medical clinic staff.
- Assists the Director of Operations and other managers in ensuring that complaints by customers of any nature are handled by the proper chain of command until a resolution is reached.
- Performs humane euthanasia as needed once certified.
- Dresses appropriately and professionally to project a positive image to the public.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- May be required to perform humane euthanasia procedures, when qualified as described below.
- Other duties as assigned.

Education and Experience Requirements:

- Equivalent to a degree as a veterinary technician from a college accredited by the American Veterinary Medical Association or the appropriate agency in the state where the college is located.
- Four (4) years of experience working in a veterinary clinic, animal hospital, animal shelter or comparable veterinary medical facility.
- Two (2) years of supervisory/managerial experience over veterinary clinical operations.
- Equivalent combination of formal education and appropriate related experience may be considered.

License & Certification Requirements:

- May be required to obtain euthanasia technician credentials from the Nevada State Board of Veterinary Medical Examiners, and the Nevada State Board of Pharmacy within one year of request, at employer expense; with continued employment contingent upon having such credentials.
- An incumbent who already meets the above described education requirement for a veterinary technician degree, may be required to obtain veterinary technician credentials from the Nevada State Board of Veterinary Medical Examiners, within one year of request, at employer expense; with continued employment contingent upon having and maintaining such credentials.

Required Knowledge and Skills:

Knowledge of:

- Principles and practices of customer service.
- Principles and practices of supervision and management of staff.
- Animal shelter medicine and surgical procedures/protocols.
- Principles and practices of veterinary nursing care operations.
- Principles and practices of program management to include basic statistical methods, fiscal and budgetary practices, and knowledge of local, state and federal regulations for the workplace.
- Standard office administrative practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.



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- Computer software and hardware associated with duties performed.
- Techniques for dealing effectively with the public, in person and over the telephone.
- Proper review/audit of medical procedures to ensure that efficient and effective medical procedures are being practiced at the Foundation.
- Standard clinical office practices and procedures, including filing and the operation of standard office equipment.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Veterinary medicine and animal husbandry.
- Correct business English, including spelling, grammar and punctuation.

Skill in:

- Gathering and compiling information; preparing accurate reports and summaries.
- Mediating disputes, conflicts and grievances. Ability to train and effectively direct the activities of supervisors.
- Maintaining timely and complete record of activities, results, and planned follow up to discussions.
- Working confidently with the public, as well as with a variety of administrative levels.
- Building and maintaining effective working relationships with community organizations partners, and agencies.
- Use of business software and associated computer hardware.
- Working without close supervision in standard work situations.
- Explaining medical conditions and treatment options to staff and the public.
- Reviewing medical charts and records.
- Maintaining accurate medical and clinical records and directing the preparation of accurate and timely reports; use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Working Conditions and Physical Effort:

Physical ability and mobility to work in a typical office setting. Strength to lift and/or move materials weighing up to 25 pounds frequently, 50 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is continuously exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites, and working outdoors for extended periods of time during cold and extremely hot weather.

All employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.



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This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.

Regular work schedule may include Saturdays, Sundays, and holidays.

If you meet the minimum qualifications for education and/or experience described above, you are encouraged to fill out an online application. For unpaid or volunteer opportunities, please visit our website.

This job is open until filled. After it's filled, we may continue to accept applications, to establish a list for future vacancies.

Pay and Benefits:

Fair pay and good benefits, including employer contribution to health insurance, and paid time off for full time employees. All jobs are regular full time, unless noted otherwise. Our Summary of Benefits may be found [here](#). Additional benefits are available for certain positions.

About Us:

The Animal Foundation is a private, non-profit agency dedicated to making a difference in the lives of animals in the Las Vegas Valley. To promote the humane treatment of animals, The Animal Foundation operates Nevada's largest open-admission shelter (Lied Animal Shelter), taking in approximately 30,000 lost, unwanted and abandoned pets every year. Additionally, the Foundation offers adoption services, lost and found services, volunteer and foster opportunities, and low-cost spay and neuter and vaccination clinics. To learn more about The Animal Foundation, the jobs available, and an online application form, visit animalfoundation.com/employment.

We envision a humane and compassionate community for all animals. Our mission is save the lives of all healthy and treatable animals in the Las Vegas Valley.