



Clinic Manager

Status: Full-time

Category: Exempt/Salaried

Department: Clinic

Reports to: Lead Veterinarian

Position Overview

The Clinic Manager oversees the daily operations of AAHS's spay/neuter and wellness clinic and ensures that the organization fulfills its mission and oversees support staff to ensure individual and team responsibilities are accomplished. This position includes supervisory responsibilities. The successful candidate provides leadership, mentoring, and corrective action when necessary, and serves as the point person for the dissemination of information to staff within and among all departments.

Roles & Responsibilities

Staff Leadership

- Determine hiring, separation, and disciplinary actions related to clinic support staff;
- Submit necessary paperwork to administrative staff for inclusion in staff personnel files;
- Review and approve employee time off;
- Create fair and equitable staffing schedules for all clinic employees;
- Monitor and approve employee timesheets and adjustments promptly;
- Provide 90-day and annual performance evaluations for clinic support staff;
- Ensure support staff are properly trained and using their time efficiently and effectively.

Internal/External Relations

- Oversee the daily operations of AAHS's spay/neuter and wellness clinic;
- Create and curate the surgery and wellness schedule;
- Coordinate volume client appointments for surgeries, veterinary care, health certificates, diagnostics, and treatments;
- Update clinic SOPs to ensure compliance with regulatory requirements and best practices;
- Uphold individual and department-wide adherence to organizational policies;
- Review and refresh SOPs for animal handling, disease control, and patient care;
- Create repair and maintenance schedules for clinic equipment and coordinate service agreements;
- Monitor medical and office supply inventories and reorder supplies as needed;
- Collaborate with administrative staff to assign tasks to volunteers;
- Address and resolve client complaints and concerns compassionately and professionally;
- Conduct and participate in intra- and inter-departmental staff meetings;
- Partner with CEO to implement strategic initiatives, cultivate donors, and report on grant funding;
- Liaise with foster coordinator for veterinary care of AAHS foster animals;
- Organize community clinic outreach events, such as vaccination clinics;
- Represent the clinic in a professional, courteous manner at all times;

Financial Oversight

- Manage revenue and expenses as established in the clinic's approved annual operational budget;
- Submit periodic program and financial reports to the CEO, as requested;
- Promote clinic services to public and private animal welfare agencies to optimize referrals;
- Maintain current products, services, and pricing in ClinicHQ;
- Ensure accurate pricing and grant subsidies in ClinicHQ;
- Coordinate with Finance Manager to ensure accounts are paid promptly;
- Review and accurately code accounts payable, including all invoices and credit card statements;
- Perform other administrative tasks, as assigned.

Qualifications

The Preferred Candidate

- Has a minimum of three years' experience in a supervisory role; veterinary practice management experience preferred. Strong candidates from other service industries are welcome;
- Can grasp new concepts quickly and assimilate new ideas efficiently;
- Possesses a positive, can-do attitude; strong people skills and emotional intelligence;
- Demonstrates a high degree of situational- and self-awareness
- Upholds and emulates AAHS's core values: Leading with Compassion; Acting with Integrity; Putting the Team First; and Inspiring Potential Through Servant Leadership
- Is punctual, dependable, and intrinsically motivated;
- Maintains a positive attitude and professional demeanor;
- Has proven leadership and management experience.
- Quickly and confidently makes decisions and guides others in uncertain situations;
- Maintains composure, focus, and sound judgment and action under pressure;
- Thrives in a fast-paced environment;
- Works well independently and as part of a team;
- Is comfortable around dogs and cats;
- Confidently and professionally interacts with clients, vendors, and other stakeholders;
- Understands medical terminology and can accurately record and relay medical information;
- Is flexible and willing to work a rotating schedule, including occasional weekends;
- Possesses self-awareness of strengths, limitations, emotions, beliefs, and motivations;
- Is proficient in Excel, Office, and Google Suite tools (Drive, Docs, Sheets, etc.)
- Working knowledge of ClinicHQ spay/neuter clinic practice management software is a plus. Will train;
- Bilingual is a plus.

Physical Demands & Work Environment

- Communicate effectively in English;
- Potential of prolonged exposure to isoflurane gas;
- Lift and/or move up to 40 pounds alone; > 40 pounds as part of a team;
- Tolerance of various chemicals and cleaning solutions, loud noises, and offensive odors;
- Comfortably interact with companion animals;
- Sit, stand, walk, bend, stoop, kneel, crouch, and crawl;
- See, read, write, talk, and hear;
- Use hands and fingers, handle and operate objects, reach with hands and arms; climb and balance;
- Move throughout the building as needed to meet the requirements of the job.

Diversity, Equity, & Inclusion Statement

We work to recruit diverse candidates and ensure our team members have all the tools they need to be successful. Our mission is most effectively fulfilled through proactively supporting the values of equity, inclusion, and diversity. Diversity may be measured by, but is not limited to, differences in age, ethnicity, race, gender identity, sexual orientation, economic circumstance, class, religion, disability, geography, and profession. We acknowledge and respect the many differences that comprise thriving communities and seek diversity in our staff to ensure that a range of perspectives, opinions, and experiences are recognized and acted upon in achieving our purpose. We intend to promote a fully equitable animal welfare sector that justly represents and serves all our constituencies. Consequently, we strongly encourage applications from candidates of color, LGBTQIA+ identity, and other historically marginalized communities.

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

EEO Policy Statement

AAHS affords equal employment opportunities to all qualified individuals without regard to their race, color, ancestry, religion, sex, sexual orientation, national origin, caste, age, physical or mental disability, citizen status, veteran status, gender identity or expression, bankruptcy status or any other characteristic or status that is protected by federal, state or local law.

Compensation & Benefits

\$44,000-\$46,000, commensurate with experience.

AAHS offers exceptional health benefits (medical, dental, and vision); generous PTO; employer-paid short-term disability insurance (STDI); employer-matched 401K (up to 5%); and employer-provided training and development opportunities.

To Apply

To apply for the Clinic Manager position, send a resume and cover letter explaining why you’re the best candidate for the position to:

Dr. Christina G. Simpson, Lead Veterinarian
christina@athenshumanesociety.org