

JOB DESCRIPTION

HOSPITAL MANAGER



INTRODUCTION

The purpose of this position is to supervise, direct, plan and coordinate the team members at Companion Animal Hospital. The Hospital Manager trains, supervises and assists all lead positions, Receptionists, Certified Veterinary Technicians, Veterinary Assistants, Groomers and Kennel Assistants to plan, coordinate and perform a variety of duties concerned with animal health and client education, and to promote greater efficiency by relieving veterinarians of technical work and administrative detail at Companion Animal Hospital. The Hospital Manager is under the direct guidance and supervision of the Practice Administrator and owners.

PRIMARY JOB RESPONSIBILITIES

- The position requires 40 hours of on-site attendance to maintain smooth business operations, including some evening and weekend hours.
- Train, supervise, and assist the veterinary team members in their performance of a variety of technical and client education duties that facilitate the work of the practitioners, groomer and the Practice Administrator who directly or indirectly provide patient care.
- Ensure that the hospital and its employees are in compliance with federal and state animal health laws and regulations including OSHA and DEA. Inform the Practice Administrator in charge of any regulatory issues.
- Educate clients and team regarding policies where required.
- Audit charts for completeness and accuracy of medical records. Assure compliance by team of medical records, logs and procedures. Monitor the daily bank deposits, daily transaction reports and fee exception reports for discrepancies.
- Oversee completion of daily checklist and weekly maintenance logs.
- Establish and oversee inventory control system. Assure adequate stocks of supplies are available. Negotiate best prices for all products purchased.
- Manage supply activities. Supervise maintenance and proper storage of supplies and equipment. Oversee the inventory and purchase of pharmaceutical supplies and drugs including the maintenance of controlled substance and surgery logs.
- Analyze and monitor the depletion rate of supplies and equipment and provide necessary guidance in the requisition to replenish needed requirements. Responsible for the quality control of supplies and equipment and ensure items are serviceable and readily available for use.
- Rectify financial issues that arise between Companion Animal Hospital and its clients. Use a variety of methods in collection of delinquent accounts. Determine when special financial agreements are appropriate; ensure that agreements made are properly followed.
- Assist Practice Administrator in planning and organizing all veterinary administration and personnel activities. Directly assist the practitioners in the management of assigned personnel. Select/promote/separate paraprofessional team members. Assist in formulating job descriptions, setting salaries, and preparing payroll. Schedule team members in appropriate areas at all times.
- Create/oversee employee schedules that align with doctor, team, surgery and outpatient needs while monitoring overtime and payroll costs.
- Discuss recommendations with the Practice Administrator concerning personnel matters, disciplinary actions and follow through.

- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations, mediate interpersonal problems and address concerns from Associates, Leads, Receptionists, Techs/Assistants, Groomers and Kennel Assistants.
- Establish and maintain the publications and veterinary medical library to support operation of the practice.
- Lead, with the assistance of the Practice Administrator and owner, in conducting monthly, weekly, daily departmental meetings and schedule in-service meetings as deemed appropriate and necessary.
- Assist in initiating new programs and marketing of hospital services.
- Oversee hospital personnel policies and procedures already in place. Assure adherence by team and provide feedback and coaching when compliance issues arise.
- Maintain effective communication with the team and Practice Administrator.
- Arrange and/or provide for cleaning, security and health and safety and maintenance of the practice.
- Oversee and maintain all aspects of the software and hardware maintenance.
- Establish training programs, assure team satisfaction, maintain good doctor communication with the team and efficient workflow throughout the day. Responsible for scheduling of team and standards of team performance.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Hospital Manager works under the direct supervision of the Practice Administrator who will indicate general assignments, limitations and priorities. The Hospital Manager uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instruction to the Practice Administrator for decision or help. Completed work is reviewed for technical accuracy and compliance with established procedures. The Practice Administrator and owner assure that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Administrative supervision will be provided by the Practice Administrator.

SKILLS AND KNOWLEDGE

- Understanding of the critical balance between the administrative and clinic functions in the veterinary health care delivery system and the ability to coordinate and control programs and resources to achieve a balance.
- Ability to apply the specialized principles and practices of veterinary practice management in directing the daily operation of this practice, thereby allowing the practitioners the time necessary to carry out their profession.
- Demonstrates initiative and self-motivation to follow through on all responsibilities in a timely manner.
- Strong computer skills including MS Office (Word, Excel), email, veterinary software.

- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Ability to show unbiased judgment when managing people and make fair and just recommendations in regards to personnel issues and/or disciplinary action.
- Recognize and assist in solving professional, administrative and supervisory problems in all areas of the hospital. Position exercises considerable judgment in applying professional knowledge in solving problems within established policies and practices and is reviewed by the supervisor through conferences, reports and observation of results obtained.
- Requires knowledge of hospital procedures outlined in the current employee handbook as well as those implied (reasonable expectations).
- Knowledge of the use, care, and storage of veterinary instruments, materials, and equipment and office equipment.
- Strong communication, leadership and motivation skills. Has the ability to effectively solve problems dealing with staff conflict to personnel issues and performance. Has the ability to direct, guide and assist a group of individuals.
- Requires strong customer service, communication and leadership skills.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- Frequently required to bend, stand, stoop, walk, sit, talk, and listen, frequently working in a bent position.
- Frequently use hands to manipulate, handle, or feel; will reach with hands and arms.
- Use strength or agility in capturing and restraining stronger, more active animals.
- Occasionally lift and/or move up to 40 pounds.
- Occasionally handle dogs weighing up to and over 150 lbs. Assistance will be provided by another team member when working with larger animals.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

The Hospital Manager may be required to work uncommon hours, subject to recall in emergency situations, required to work additional hours beyond a regular work schedule.

Follow federal and state animal health laws and regulations including OSHA and DEA.

ESSENTIAL FUNCTIONS:

- Train, supervise, and assist leads, receptionists, techs/assistants and kennel assistants in their performance of a variety of technical, administrative and client education duties.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations, mediate interpersonal problems and address concerns. Make recommendations to the Practice Administrator concerning personnel matters and assist with follow through of disciplinary actions.
- Input data into and maintain our computer software system.
- Ability to plan and organize all veterinary administration and personnel activities
- Oversee the preparation, maintenance and disposition of required veterinary records and other correspondence.
- Establish inventory control system and manage supply activities.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Strong communication and client service skills. Considerable tact and diplomacy is required. Ability to work with clients and patients in a professional, friendly, hospitable manner.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Occasionally lift, carry and handle dogs weighing 40 lbs.

COMPANION ANIMAL HOSPITAL CORE VALUES

Our team believes in and agrees to **Positivity, Service, Integrity, Communication, and Teamwork** to create a work environment that energizes team members to create value on behalf of our clients and patients.

Positivity – I choose positivity. I am excited about what I do and I will be all in. I will be present and engaged with clients, patients, and team members every day.

Service – I am dedicated to creating an exceptional client experience. I treat clients as partners and advocate for their pets.

Integrity – I am honorable. I respect all living things and I do the right thing when no one is watching.

Communication – I practice direct, honest communication with both clients and team members.

Teamwork – I will work together with my team enhancing each other's strengths and covering each other's weaknesses.