

Clinic Manager

FieldHaven Feline Center



Overview

The Clinic Manager is responsible for all aspects of daily operations within the FieldHaven Feline Center Hathaway clinic including human resources, financial management, client services, adherence to legal and ethical standards, and supervision and organization of clinic operations.

The Clinic Manager reports to the Executive Director and they supervise the following:

- Licensed Veterinary Technicians
- Veterinary Assistants
- All other non-veterinarian staff

Clinic Manager works closely with:

- Veterinarians
- Operations Manager

Specific Responsibilities

Human Resources Management

- Interviews, hires, new staff and ensures training.
- Establishes work schedules for staff.
- Manages daily work assignments.
- Monitors employee performance and ensures efficient operation.
- Motivates and engages the team to contribute to positive culture and morale.
- Oversees internal communications, including organizing routine meetings to keep staff informed, review standards of care and service protocols with the whole team.
- Maintains comprehensive personnel records for staff.
- Manages interns or students, as needed.
- Works with veterinarians to ensure smooth operations and strong communications between support team and veterinarians.
- Updates job descriptions in conjunction with the Executive Director.
- Ensures that employee time off and insurance deductions are appropriately accrued and tracked.
- Oversees and approves time records for payroll submittal.
- Establishes comprehensive training program for staff, team building, and skill development opportunities for staff.
- Conducts performance reviews and recommend raises to Executive Director for approval.

Financial Management

- Manages client payment plans and policies.
- Works with the accountant to manage the operational budget.
- Reviews status of accounts receivable and donation income weekly with accountant.
- Works with the Executive Director and accountant to develop and maintain accurate invoicing and payment policies.
- Reviews medical and office inventory spreadsheets to ensure proper spending.
- Monitors financial statements from the accountant and discusses issues with the Executive Director in order to develop a plan.

Customer Service

- Establishes processes and creates documentation for all aspects of interaction with clients.
- Ensures complete and accurate record keeping for all clients and patients, including rabies certificates, go-home paperwork, and other records.
- Oversees patient scheduling and payments through software program. Ensures proper number of animals are booked daily. Develops a plan for minimizing no shows.
- Obtains client feedback on service and make needed changes.
- Ensures that queries from the public and client questions are responded to in a timely manner
- Handles client complaints/issues.
- Works with rescue organizations, TNR groups, transport partners and other partnering organizations.
- In conjunction with the Veterinary team:
 - Ensures that complete and accurate medical records are maintained on each patient.
 - Prepares client information.

Clinic Supervision and Organization

- Develops and documents SOPs for all non-medical clinic functions. This will include veterinary support staff functions, daily facility maintenance, repair, and maintenance of equipment, building and grounds.
- Is familiar with veterinary care related SOPS to ensure smooth operations overall.
- Ensures proper procedures are in place for animal handling, disease control, and patient care.
- Makes clear assignments of tasks/functions/processes to team members and ongoing monitoring to ensure that things are being done as they should be on a timely basis.
- Establishes a process for maintaining inventory supply levels and a routine ordering process for medical as well as other supplies. This will include controlled substance ordering, tracking, security, and destruction.

Safety, Equipment and Facilities

- Ensures proper safety and security for the clinic facility, including secure storage for controlled substances and IT security (anti-virus protection and data back-ups).
- Ensures that appropriate insurance is in place and manage claims and issues related to insurance on a timely basis.
- Ensures the clinic has proper working equipment and supplies.
- Ensures that the clinic is in compliance with all regulations and codes including OSHA, DEA and FDA, the state vet board and any other applicable state and local agencies.
- Monitors safety concerns in the clinic and ensure that they are addressed in a timely manner.
- Establishes facility and equipment maintenance schedules and ensure that they are kept up to date.
- Develops and implements a process for responding to, documenting reporting accidents.

Clinic Management

- Establishes goals for client services including spay/neuter & TNR, and other appropriate goals for the clinic in conjunction with the Executive Director. Works to ensure that goals are met.
- Monitors staffing levels and discuss adjustments with the Executive Director.
- Oversees use of software for managing appointments and client payments. Maintains it ongoing and create reports to assist with monitoring the business.
- Initiates periodic reviews of progress toward goals, programs, recommended changes to policies and procedures, and financial statements with the Executive Director.
- Works in conjunction with the Executive Director and accountant to get approval on budgets, staffing, and pay rates as well as overall clinic policies.

Fundraising and Community Relations

- Works with and supports marketing and development efforts.
- Provides needed input and information for both marketing and fundraising activities including gathering stories, photos, and talking with clients about promotion.
- Works with communications team to ensure that the needs of animals and the public are met whenever possible, including working to raise funds for individual animals when needs exceed capacity.
- Provides needed information for FieldHaven regular communications.
- Assists with and supports other fundraising activities and events as needed.

Other

- Helps with clients and other clinic functions as needed.
- Manages projects for clinic activities and events as needed.

Specific Qualifications

Required

- Bachelor's degree or equivalent experience
- Four-plus years of experience in a management role including management of teams, ideally within the veterinary industry or equivalent shelter or clinical setting.
- Knowledge of Microsoft Office and the ability to learn new systems quickly.
- Excellent interpersonal, verbal, and written communication skills.
- Demonstrated capability to organize work efficiently, set priorities, and establish plans or timetables for achieving goals.
- Demonstrated ability to influence and motivating others toward a goal.
- Ability to delegate tasks and make decisions.
- Ability to rapidly and accurately process information.
- Able to multi-task and function effectively and efficiently in a fast-paced, dynamic environment.
- Knowledgeable or able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks.
- Able to communicate with the public on a daily basis in a professional manner, sometimes under stressful or emotional circumstances.
- Must be able to cope with the death of animals either due to surgical complication or euthanasia.

Desired, but not required

- Past clinic experience or related training
- California Registered Veterinary Technician License in good standing

General Qualifications and Expectations for All Staff

- Commitment to the mission and goals of FieldHaven Feline Center
- Affection for animals and concern for their wellbeing.
- Flexible with the ability to manage changing priorities and varied tasks and schedules.
- Strong interpersonal skills—The ideal person would be outgoing, personable, professional, and able to get along well and communicate successfully with a variety of people.
- Strong written and verbal skills.
- Results-oriented—Able to set goals, plan, and carry out projects without direct supervision in an organized, efficient, and effective manner.
- Collaboration—Working effectively as part of the team to accomplish the organization's goals.
- Strong organizational skills.

- Learning-agility—Willingness and ability to learn new things quickly. Interest and commitment to keeping up with emerging best practices.
- Innovative/solution-oriented—Strong problem-solving skills, able to find ways to make things work.
- Drive—Taking initiative and working with minimal supervision and direction. Performing all duties in a manner which encourages attainment of the campaign’s goals.
- Attention to detail—Exceptional ability to follow through and meet deadlines.
- Technology savvy—Comfortable and proficient with computer technology (proficiency with Microsoft Office and possibly other programs/applications that apply to specific roles). Able to learn new programs quickly.
- Sound judgment—Maturity, good judgment, and strong decision-making and implementation skills.
- Professional personal appearance and demeanor.

Responsibilities of All Staff

- Promoting a humane and caring attitude toward all animals and treating all animals with respect and compassion at all times.
- Working courteously and cooperatively with colleagues, other organizations, and volunteers.
- Treating clients, co-workers, and others with respect and courtesy.
- Ensuring superior customer service by promptly addressing concerns, demonstrating respect and empathy, and resolving problems on the spot during walk-in or telephone call situations.
- Willingness to assist with tasks outside of primary realm of responsibility in a manner which demonstrates interest, care, and concern for the staff and public and animals we serve.
- Being alert to and providing information on success stories to appropriate team members.
- Participating in periodic team meetings to discuss goals and plans.
- Helping to ensure that all established procedures and policies are followed within the intended spirit of each.

Working Conditions

- Must be able to deal with an often times emotion-charged public and carry a fast paced and changing work load which at times can be stressful
- By nature of the industry, there will be exposure to dead, injured, sick, unruly, fractious and/or dangerous animals in addition to exposure to parasites and to infectious diseases

Requirements

- Education/experience: Bachelor’s Degree
- Location: Lives in greater Sacramento area or willing to relocate.
- California Driver’s License in good standing.
- Able to work with and around animals.

Terms of Employment

- Full-time exempt position that reports to the Executive Director
- Work schedule (hours and days of the week) may vary according to the needs of the organization.
- Benefits include three weeks paid time off (for vacation, sick, and personal time). Medical insurance is negotiable.
- There is no minimum period of employment that is implied or guaranteed.

- Location: Lincoln, California
- Starting salary range: \$60,000 to \$70,000 per year based on prior experience.

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but are not a complete list of responsibilities, duties, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Either employer or employee may terminate the employment relationship at any time with or without notice and with or without cause.

How to Apply

Send a one-page cover letter and a resume to info@humanenetwork.org.

FieldHaven Feline Center

FieldHaven Feline Center believes that for every cat in need, there is a solution. They create and enable these solutions by engaging and empowering communities, and providing the needed resources, to ensure that every cat has a safe place to live.

About the Community

Lincoln is a city in Placer County, California, United States, part of the Sacramento metropolitan area. Located in an area of rapid suburban development, it grew 282.1 percent between 2000 and 2010, making it the fastest growing city over 10,000 people in the U.S. Its 2019 population was estimated to be 48,275. It is located at the base of the Sierra Nevada with a variety of both summer and winter recreational activities. Nearby Sacramento is the state's capital and has both a rich history and trendy attractions.