

Manager Job Description

Summary Perform a full scope of activities related to the administration and daily function of managing a Veterinary Hospital.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Staff

- Deal with employee problems and complaints
- Train paraprofessional staff in client relations.
- Interview, hire/fire employee.
- Prepare agenda for staff meeting (monthly)
- Administer employee medical and personnel benefits
- Maintain employee incentive program
- Motivate staff
- Prepare staff reviews
- Maintain staff personal files
- Prepare agenda for doctors meeting
- Maintain employee manuals including job descriptions.
- Implement employee benefit programs

Financial

- Review day sheets
- Prepare deposits
- Reconcile and replenish petty cash
- Make bank deposits
- Match credit card reports to day sheets
- Prepare daily & monthly flash reports
- Open return on accounts checks
- Post ROA accounts checks to computer
- Approve purchase invoices
- Calculate hours for Payroll company
- Maintain accounts payable; verify accuracy of statements; pay bills
- Maintain accounts receivable ; verify return checks; coordinate collections
- Coordinate financial statement preparation with Gatto Mcferson
- Administer payroll
- Monitor inventory control /reports etc.
- Call past due accounts
- Review past due accounts

- Prepare monthly client statements
- Prepare monthly paperwork for Gatto Mcferson
 1. Avimark Deposit Sheets
 2. Credit card reconciliation report
 3. Deposit slip copy
 4. Deposit ticket from bank
 5. Sales summary (monthly)
 6. Period totals (monthly)
 7. Payroll Journal (for both pay period in the month)
 8. Bank Statement
 9. Credit card statements
 10. QuickBooks accountants copy (sent via email)
- Prepare IRA/401k information

Clients

- Interface with clients regarding customer service problems
- Reconcile client issues
- Review bill status

Administrative

- Open Mail
- Approve items purchased
- Purchase office supplies
- Communicate with accountants/attorneys.
- Respond to any correspondence
- Handle accreditation if needed.
- Administer OSHA (Assign head person)
- Monitor control drugs, with head technician.
- Prepare organization board.
- Commutate with IT person with any computer problems
- Commutate wit Avimark with any software problems
- Generate and help monitor compliance.

Marketing

- Supervise reminders
- Supervise promotional ideas.

Maintenance and repair.

- Review equipment and building maintenance
- Schedule repairs and building maintainace

Public Relations

- Handle client complaints
- Handle referring DVM complaints
- Interact with all referring DVM and staff
- Maintain contact list of referring veterinarians.

Planning

- Prepare and implement business plan
- Prepare and implement marketing plan.
- Prepare budget
- Prepare 4 quarter review
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SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and comprehend and speak simple instruction, short correspondence, and memos, in English.

Ability to write simple correspondence. Ability to effectively present information in one on-one and small group situations to customers, clients, and other employees of the Organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

The physical demands described are representative of those that must be met by an

employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, stand; walk; use hands, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or

crawl; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee

encounters while performing the essential functions of this job.

The employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually loud.

1. Noise from barking/crying dogs and cats
2. Danger of being bitten or scratched by small animals
3. Exposure to:
 - Toxoplasmosis
 - Gas anesthesia
 - Leptospirosis
 - Parasites
 - Chemotherapy drugs
 - Radiation
 - Drugs and chemicals under OSHA
 - Rabies
 - Euthanasia drugs
4. Safety equipment provided for working exposures

Mental requirements

1. Alertness to keep safe from possible dangers
2. Clear thinking to perform procedures and to consistently exercise discretion and judgment
3. Ability to communicate well
4. Readiness to work as a leader of the team
5. Adaptability to stress
6. Resilience after disappointments or criticism

7. Positive attitude toward work, staff members, clients, patients and self
8. Mood-altering drugs prescribed by physician to be taken as directed
9. Notification of mood-altering drugs prescribed and used to administrator for confidential medical file
10. Thinking abilities and alertness must not be impaired by alcohol, street drugs or prescribed medications
11. Ability to make rational and effective decisions
12. Ability to be compassionate
13. Ability to negotiate with difficult people and to solve difficult problems
14. Attitude of learning to keep up with changes in medicine and the standard of practice
15. Interest in attending continuing education
16. Ethical responsibility to keep confidential the knowledge about the medical and business practices of the hospital; to keep confidential patient records and information about clients; to respect and not criticize local humane societies, SPCA and veterinary practices and veterinarians in any way to clients; and to follow the practice's Code of Ethics