



Position: Clinic Manager

Reports to: Medical Director

Status: Full-time, salaried, non-exempt

Location: Primary: 312 Battlefield Blvd N., Chesapeake, VA 23320

Secondary: 1149 New Mill Drive, Chesapeake, VA 23322

Summary: The Chesapeake Humane Society (CHS) operates a low-cost, high-volume clinic, offering preventative veterinary care, spay/neuter surgery, dentals, and various surgical procedures.

In partnership with the Medical Director, the Clinic Manager plays a vital role in the hospital, managing day-to-day operations so the medical team can devote their time to delivering the highest quality veterinary care. Medical practice management skills will be put to use to drive business results, and leadership skills will come into play when developing associates and fostering an engaging team environment. Along with a team of knowledgeable pet health care experts, this position must ensure that clients and patients have a positive experience when they visit the clinic.

Duties and Responsibilities:

- Mediate and problem solve in the moment with staff and clients
- Assist, oversee, and guide all staff with their duties as needed
- In the event of vacancies or absences, fulfill the necessary duties to ensure the smooth operation of the clinic
- Coordinate with Shelter Manager to ensure veterinary care of shelter animals is properly allocated for in clinic schedule
- Maintain up to date Standards of Protocol for the veterinary clinic (including sanitation, animal handling, medical care, customer service, and cash handling)
- Maintain the hospital safety guidelines within OSHA's requirements
- Handle all repair, improvements, and upkeep of the equipment within the clinic and oversee facility maintenance
- Prepare staff schedule and review/approve support staff time cards for payroll
- Maintain inventory
- Track invoices and prepare hospital bills
- Manage client account deliverables and receivables
- Monitor clinic budget and prepare financial statements and monthly board reports for the Executive Director
- Code invoices for the bookkeeper
- Participate in continuing education programs in accordance with state requirements
- Provide medical counseling to clients
- Perform all duties listed under Licensed Veterinary Technician

Supervisory Responsibilities

- Hire, train, supervise, and support clinic support staff, to include LVTs, Veterinary Assistants, and Administrative Assistants
- Oversee professional development of clinic staff, including Continuing Educations requirements, working within the annual budget
- Lead the team in a positive manner and provide leadership, mentorship, and guidance
- Provide regular performance feedback to the Medical Director
- Conduct annual performance reviews for clinic support staff, providing input on salary increases to the Medical Director and Executive Director
- Provide constructive feedback to clinic support team members. Implement and carry out Performance Improvement Plans with staff as needed.

Other Duties

- Work cooperatively with all staff and volunteers to promote the CHS mission
- Participate in team meetings as needed
- Perform other duties as necessary

Skills and Educational Requirements

- Degree in veterinary technology from an accredited school and Certified Veterinary Practice Management Certification preferred
- License to practice as a veterinary technician in the state of Virginia
- Ability to make sound decisions with regard to patient care and clinic operations
- Confidence using computer systems and learning new software (eVet)
- Strong interpersonal skills, including the ability to communicate with and relate to people of all age groups across a wide spectrum of the community
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Preferably, experience in shelter medicine and in high volume spay/neuter clinics
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- Ability to express organizational standpoints when serving as a CHS representative
- Ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Ability to work early mornings, evenings, and weekends
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 40 lbs
- Ability to handle stress
- Valid driver's license and reliable personal transportation to and from CHS

Salary and Benefits

This position is primarily an in-office position but there is flexibility for some remote work. At least one Saturday per month would be required.

Full-time benefits also include health, dental, and vision plans and paid holidays, minimal on-call

requirements, paid time off, retirement plan with company match, and at-cost veterinary care for personal pets.

To apply, submit cover letter, resume, and professional references to DVM@chesapeakehumane.org