



Title: Clinic Manager

Reporting Relationship: Medical Director

Status: Full-time, Exempt

Location: 312 Battlefield Blvd N., Chesapeake, VA 23320 (primary)
1149 New Mill Drive, Chesapeake, VA 23322 (secondary)

Summary

The Chesapeake Humane Society operates a low-cost, high-volume clinic offering preventative veterinary care, spay/neuter surgery, dentals, heartworm treatment, and various surgical procedures. CHS's veterinary clinic provides low-cost, high-quality veterinary care to the public. Our public services are open to canines, felines, and rabbits. CHS's shelter and crisis boarding programs serve canines, felines, rabbits, and other small animals such as guinea pigs, rats, mice, ferrets, and birds.

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 healthcare 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
- Hire, train, supervise, and support clinic support staff, to include Veterinary Assistants and Administrative Assistants
- Lead the team in a positive manner and provide leadership, mentorship, and guidance
- 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.
- In the event of vacancies or absences, fulfill the necessary duties to ensure the smooth operation of the clinic
- 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
- Assist with maintaining inventory and necessary training
- 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

Working Relationships and Direct Reports

The Clinic Manager is part of the Leadership Team at CHS. The Leadership team consists of the Executive Director, the Medical Director, the Clinic Manager, the Shelter Manager, the Community Engagement Manager, and the Development Manager.

It is essential that the Leadership Team works collaboratively to ensure our mission and goals are carried out effectively and efficiently.

Leadership Working Relationships, including but not limited to:

- Work in collaboration with the Executive Director and Medical Director for program goals, budgeting, reports, and team meetings
- Work in collaboration with the Medical Director and the Shelter Manager and/or Community Engagement Manager to ensure a smooth process for shelter or crisis boarding pets, including fosters, in need of surgical procedures or veterinary exams
- Work in collaboration with the Development Manager to create educational materials, promotions and advertisements, and updated website content related to the clinic program, using CHS branding guidelines
- Work in collaboration with the Development Manager to ensure clinic grants are appropriate for our programs and awarded grants are fulfilled and properly reported
- Work in collaboration with Development Manager to get success stories for grants, appeals, and social media

Direct Reports, including but not limited to:

- Licensed Veterinary Technicians
- Veterinary Assistants
- Administrative Assistants

There are times when positions may not be filled. The Clinic Manager's responsibility is to ensure these duties are fulfilled even if the position is not filled.

Other Duties

- Work cooperatively with all staff and volunteers to promote the CHS mission
- Uphold and embrace CHS's Workplace Culture Agreement in all aspects of work
- Participate in leadership team meetings
- Provide monthly board reports and attend board meetings as requested
- Develop a good standing rapport with distributors/ product/ equipment sales representatives.
- Perform other duties as necessary

Skills and Educational Requirements

- Two to three years of supervisory management experience, with proven leadership ability
- Two to three years of experience in shelter medicine and/or in high volume spay/neuter clinics strongly preferred
- Certified Veterinary Practice Management Certification preferred
- Degree in veterinary technology from an accredited school and licensed to practice as a veterinary technician in the state of Virginia is beneficial but not required
- Ability to make sound decisions with regard to patient care and clinic operations

- Experience with veterinary management software strongly preferred
- Confidence using computer systems and learning new software
- 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
- 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 build and lead a team
- Ability to mediate and problem solve in the moment
- Excellent attention to detail; organization skills and ability to multitask

Physical and Time Demands

- Flexible working hours may including early mornings, evenings, and weekends
- Ability to work in a fast-paced setting with distractions
- Ability to work remotely
- 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, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS transport van (Dodge Sprinter)

Salary and Benefits

- \$45,000 - \$55,000 annual salary, depending on experience
- Medical, Dental, and Vision Insurance
- \$50k Life Insurance policy
- Employee Assistance Program
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays
- Personal Time-off
- Flexible work schedule
- Minimal on-call or emergency needs for CHS shelter pets
- Remote work opportunities (for a portion of work, in-office required ~80% of the time)
- Simple IRA Plan with organization match
- Paid annual Continuing Education requirements
- Paid professional licensing fees
- Professional development and continuing education opportunities
- Bring your pet to work policy
- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

**To apply, submit cover letter, resume, and professional references to Hiring@chesapeakehumane.org.
Please put the position title in the subject line.**