



Job Title: Clinic Manager

Reports to: Operations Manager

Status: Full time; 60,000-70,000; salaried, exempt, possibility for irregular work hours that change from week to week.

Summary: *The Clinic Manager would be responsible for overseeing the day-to-day operations of the clinic. The Clinic Manager works collaboratively with the Operations Manager and clinic staff, in alignment with organizational goals, and provides leadership, direction, and inspiration to the clinic team. The Clinic Manager encourages staff development, promotes cooperation, participation, innovation and decision-making. The Clinic Manager emphasizes openness, accountability and communication within the department and across the organization and builds a team that reflects a compassion for animals and people. Perform RVT duties in the absence of staff RVT.*

Duties of the Clinic Manager include, but are not limited to:

Clinic Manager Job Responsibilities:

- Responsible for day-to-day operations with a focus on exceptional patient/client service, efficiency and time management in a fast paced setting.
- Must be solution oriented, and routinely evaluate the efficiency of the clinic program and streamline as needed.
- 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.
- Perform all duties listed under Registered Veterinary Technician (when needed); responsible for keeping RVT license up to date.
- Coordinate with Staff Veterinarian to ensure veterinary care of program animals is properly allocated for in clinic schedule, and program animals are moving through the system in a timely manner.
- Maintain up to date Standards of Protocol for the veterinary clinic (including sanitation, animal handling, medical care, customer service, and cash handling)
- Ensure proper data entry management in Shelterluv, Clinichq, and other databases as needed.
- Maintain the clinic safety guidelines within OSHA's requirements, and Veterinary Medical Board (VMB) hospital standards.
- Manage and monitor the inventory of controlled substances.
- Collaborate with outside agencies and animal welfare organizations in identifying community needs and delivering animal health services; make recommendations for new programs to meet the needs of the community.
- 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.

- Ensure an effective system for supply ordering and inventory for Medical Operations, ensuring costs are managed efficiently and donations are always being utilized; perform regular audits as needed.
- Ensure invoices are sent to the proper department
- Facilitate monthly board reports (as needed)
- Participate in continuing education programs in accordance with state requirements.
- Provide medical counseling to fosters, and the public (as needed)
- Work cooperatively with all AFRP staff and fosters/volunteers to promote the AFRP mission.
- Follow AFRP protocols and policies; keep all Clinic protocols and policies up to date in collaboration with staff veterinarian.
- Facilitate staff meetings in collaboration with staff veterinarian.
- Perform other duties as necessary.

Supervisory Responsibilities:

- Hire, train, supervise, and support clinic support staff, to include RVTs, Veterinary Assistants, other office staff and/or volunteers; ensure state laws are adhered to on a daily basis.
- Oversee professional development of clinic staff, including Continuing Educations requirements, including record keeping of clinic staff required licenses/permits.
- Lead the team in a positive manner and provide leadership, mentorship, and guidance.
- Provide regular performance feedback to the Operations Manager
- Conduct 90-day and annual performance evaluations for clinic support staff, providing input on salary increases to the Executive Director and Operations Manager.
- Provide constructive feedback to clinic support team members. Implement and carry out Performance Improvement Plans with staff as needed.

- Issuing disciplinary action and providing solutions to interpersonal conflicts

Clinic Manager Qualifications / Skills:

- Ability to make sound decisions about patient care and clinic operations.
- Excellent animal handling skills; perform low-stress handling
- Confidence using computer systems and learning new software (Shelterluv, Clinichq)
- 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. Bilingual in Spanish is a plus.
- 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 an AFRP 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.
- Passion for animal welfare
- Must be authorized to work in the United States

Education and Experience Requirements:

- License to practice as a Registered Veterinary technician in the state of California.
- 3-5 years' experience working as a Registered Veterinary technician.
- Preferably, experience in shelter medicine and in high volume spay/neuter clinics.
- Must have a minimum of one year experience directly supervising a team
- Preferably experience working community cat/feral cat clinics

Physical and Time Demands:

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

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