



— JOB DESCRIPTION —

HOSPITAL ADMINISTRATOR

Classification: This is an exempt position under the Fair Labor Standards Act (FLSA)

Reporting Structure: The Hospital Administrator works under the broad general administrative supervision of the owners/ board of directors. Exercises wide latitude and uses personal judgment in selecting methods, establishing priorities and arriving at conclusions. Soundness of judgment and compliance with accepted veterinary management practices is imperative. Review of work is based on established and accepted veterinary management principles through spot checks, review of records and correspondence, as well as through demonstrated ability to resolve problems independently and handle unusual situations relating to administration, training, logistics and management of the hospital.

Revision Date: 10/4/2018

Hospital Administrator Objectives: The purpose of the Hospital Administrator is to provide a variety of analytical, advisory, coordinating, supervisory and technical function in support of [Practice Name]. Areas of responsibility encompass veterinary practice administration, budgetary and operational plans, funds and resource management, data automation, marketing, and review/evaluation/analysis of the past and current performance of the practice. Through financial counsel and the application of financial tools, ensures that hospital management has adequate visibility of operations. Administer the management of all employees including Associate Veterinarians and the health care team members.

Position type and expected hours of work:

- Full or Part-Time
- 8-hour Shifts Monday – Friday
- The Hospital Administrator may be required to work uncommon hours, subject to recall in emergency situations, required to work additional hours beyond a regular work schedule.

Education and Experience:

- The position requires demonstrated competence in the theory and practice of accounting and financial control.
- The successful candidate must have expertise in budgeting, financial reporting, and financial analysis.
- A qualified candidate should have had working exposure to all aspects of a business enterprise.
- Successful supervisory experience is mandatory. Three years of supervisory experience preferred. Hospital or veterinary experience would be helpful, but is not required.
 - An equivalent combination of education and experience which provides proficiency in the areas of responsibility listed above may be substituted for the above education and experience requirements.

ESSENTIAL FUNCTIONS:

Clerical

- Administers all insurance activities, including recommendations regarding the determination of risk and the placement of coverage.
- Manages team benefit information including enrollments, changes and terminations. Oversees required documentation through payroll and insurance providers to ensure accurate record-keeping and proper deductions.
- Oversees all technology functions.

Financial

- Recommends policies governing financial control and accounting practices.
- Provides counsel to owners and appropriate hospital management team on all accounting and financial matters. Ensures the timely preparation of financial statements and other financial reports.
- Assists in establishing and maintaining sound financial control and reporting systems covering all operations; exercises necessary functional authority to ensure that control policies and procedures are followed. Ensures that appropriate accounting records are maintained on all assets, liabilities, and transactions.
- Assists in conducting long-range financial planning. Develops and oversees operating budgets. Maintains an appropriate chart of accounts.
- Performs special analytical, statistical, and financial studies as required. Assists in analyzing and interpreting financial data for management with emphasis on identifying problems, identifying trends, and forecasting the financial consequences of alternative decisions.
- Assists in developing and maintaining appropriate cash flow projections and controls; continually reviews the hospital's cash position to ensure that adequate funds are available to meet outstanding and planned commitments.
- Develops and maintains suitable procedures for controlling and valuing inventories.
- Develops and maintains suitable procedures for handling cash and all other assets to protect the hospital from loss through negligence or dishonesty.
- Acts as liaison with banks, arranging financing when required. Participates in the analysis of financing requirements; develops and recommends appropriate methods of financing.
- Ensures that accounting practices are in accordance with the requirements of regulatory bodies and that reports required by such organizations are prepared and submitted.
- Acts as immediate contact with the hospital's independent auditors and accountant.
- Assists in the investigation, analysis, and appraisal of hospital expansion activities.
- Prepares appropriate forms and reports relative to payroll, property, and sales tax compliance.
- Assists in contract negotiations, ensuring that agreements are sound from a financial standpoint.

Personnel

- Through leadership, supervision, and management control, maintains a work group which effectively executes its assigned functions, and which is highly responsive to management needs for control, information, and analysis.
- Assist in establishing performance criteria for practitioners and conducting monthly financial meetings with associates; assist owners with performance reviews of practitioners.
- Act as liaison with hospital attorney to access and inform on legal ramifications of contracts, agreements, etc. Will recommend or advise on policies where appropriate.
- Supervises the personnel management functions for the practice including, but not limited to team meetings.
- Supervises administrative functions, communications and records management.
- Oversees the daily operation and activities of administrative services, and other support services, and physical plant maintenance.
- Assist in developing and maintaining salary schedules and job evaluations for all employees.
- Show unbiased judgment when managing people and make fair and just recommendations regarding personnel issues and/or disciplinary action.

Veterinary Policies/Procedures

- Manage and recommend all policies and procedures for the operations of the hospital, including governing financial control, accounting, and operations.
- Modifies and maintains hospital policy and procedure including employee manual updates.

Marketing

- Identify areas of potential growth and develop marketing strategy that addresses those key areas. Oversee development of practice brochure, website, social media, outside communication. Oversee public relations in the community.

COMPETENCY:

Basic Skills

- Demonstrates a high level of discretion and judgment in handling confidential and sensitive practice information.
- Understanding of the critical balance between the administrative and clinic functions in the veterinary health care delivery system and the ability to coordinate and control programs and resources to achieve a balance.
- Ability to apply the specialized principles and practices of veterinary practice management in directing the daily operation of this practice, thereby allowing the practitioners the time necessary to carry out their profession.

- Knowledge of hospital procedures outlined in the employee manual as well as those that are implied (reasonable expectations).
- Requires ability in problem-solving - decisions involving veterinary expertise will be reserved for the practitioners.
- Demonstrates initiative and self-motivation to follow through on all responsibilities in a timely manner.
- Well-versed in business and accounting principles and knowledgeable about veterinary medicine (working knowledge of P&L statements).
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Possession of strong organizational skills.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Regular attendance and timeliness are essential to fulfill the requirements of this position.
- Knowledge of hospital procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated
- Performs other duties as assigned.
- Ability to multi-task

Communication Skills

- Strong communication, leadership and motivation skills. Ability to direct, guide and assist a group of individuals including effectively solving problems dealing with team conflict to personnel issues and performance.
- The ability to listen to and understand information and ideas presented through spoken words and sentences and the ability to communicate information and ideas in speaking so others will understand.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Requires active listening skills, giving full attention to what other people are saying, taking time to understand the points be made, asking questions as appropriate and not interrupting at inappropriate times.
- Requires telephone conversations
- Requires use of electronic mail
- Requires writing letters and memos

- Requires face-to-face discussions with individuals or team members

Social Skills

- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Monitoring/Assessing performance of yourself, other individuals or the practice to make improvements or take corrective action.
- Ability to adjust actions in relation to other's actions
- Teaching others how to perform a task
- Actively looking for ways to help others
- Being aware of others' reactions and understanding why they react as they do.
- Requires dealing with unpleasant, angry or discourteous people

Technical Skills

- Knowledge of computers and relevant software applications including MS Office (Word, Excel), email.
- Perform routine maintenance on equipment and determine when and what kind of maintenance is needed.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle, or feel				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell				X

The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amounts

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds		X (with assistance)		
More than 100 pounds		X (with assistance)		

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Follow federal and state animal health laws and regulations including OSHA and DEA.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

[Practice Name] is an equal opportunity employer. It is the policy of the practice to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, or veteran status. The practice will conform to the spirit as well as the letter of all applicable laws and regulations. The practice will take action to employ, advance in employment and treat qualified veterans and disabled veterans without discrimination in all employment practices.

I have read and understand the [Hospital Administrator](#) Job Description.

Employee Signature: _____ Date: _____