



— JOB DESCRIPTION —

VETERINARY PRACTICE MANAGER

Classification: This is a nonexempt position under the Fair Labor Standards Act (FLSA)

Reporting Structure: The [Veterinary Practice Manager](#) works under the broad general administrative supervision of the practitioners and reports to the Practice Owner. 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

Veterinary Practice Manager Objectives: The purpose of this position is to provide a variety of analytical, evaluative, advisory, coordinating, supervisory and technical functions in support of the [\[Practice Name\]](#). Areas of responsibility encompass veterinary practice administration, operational plans, training of staff, ordering and stocking supplies and equipment, funds and resource management, data automation, staffing, safety and security, and review/evaluation/analysis of the past performance of the practice. The fundamental responsibility of the [Veterinary Practice Manager](#) is to effectively use all available resources to provide the best possible patient care to animals treated/handled by the hospital, as well as to ensure the profitability of the practice.

Position type and expected hours of work:

- Full Time+
- 8-hour Shifts Monday – Friday
- Weekend shifts required
- Overtime may be required

Education and Experience:

- High school diploma or equivalent
- 3 years of supervisory experience and college degree preferred. 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:

- Establish and maintain the publications and veterinary medical library to support operation of the practice.
- Initiate new programs. Market hospital services.
- Arrange and/or provide for cleaning, security and health and safety and maintenance of the practice.
- Work with attorneys to resolve routine legal issues. Work with other professional consultants and services as needed following the best industry practices of the hospital.

Financial:

- Serves as financial manager. Responsible for developing budget estimates and revisions utilizing knowledge of the functions and requirements of hospital. Make recommendations to practitioners for distribution of funds allocated for medical and non-medical equipment and supplies. Advise practitioners on the formulation and development of corrective actions necessary to improve the effectiveness and profitability of the practice.
- Consult with the hospital's accountant. Obtain assistance and advice in preparation and review of various analytical reports, unaudited financial statements (profit and loss), departmental profit and loss statements and tax returns. Draw on expertise in determinations on business projection analysis and review, as well as investment assistance. Review statements for trends, bring to the attention of veterinarians any apparent financial problems, and recommend adjustments and corrections. As required, draw on the accountant for assistance in the development of an appropriate accounting system or for advice on the need for updating the existing system.
- Establish inventory control system. Assure adequate stocks of supplies are available. Negotiate best prices for all products purchased.
- Manage supply activities. Supervise maintenance and proper storage of supplies and equipment. Analyze and monitor the depletion rate of supplies and equipment and provide necessary guidance in the requisition to replenish needed requirements. Responsible for the quality control of supplies and equipment and ensure items are serviceable and readily available for use
- Rectify financial issues that arise between [Practice Name] and its clients. Use a variety of methods in collection of delinquent accounts. Determine when special financial agreements are appropriate; ensure that agreements made are properly followed.

Human Resources:

- Plan and organize all veterinary administration and personnel activities. Directly assist the practitioners in the management of assigned personnel. Select/promote/separate administrative and paraprofessional team members. Formulate job descriptions, set salaries, prepare payroll. Schedule team members in appropriate areas at all times. Establish in-service training for team members. Plan and organize monthly management and team meetings.
- Assist in developing and maintaining salary schedules and job evaluation for all employees.

Veterinary Policies/Procedures:

- Oversee the preparation, maintenance and disposition of required veterinary records and other correspondence. Establish internal operating procedures for administration of the practice to ensure accuracy and completeness of veterinary records and reports, format and compliance with the accepted hospital practices.
- Ensure compliance with regulatory agencies and laws. This includes but is not limited to OSHA, DEA, EEOC, ADA, and the Department of Labor. Develop and maintain procedures necessary to meet regulatory requirements.

COMPETENCY:

Basic Skills

- 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 processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Possession of strong organizational skills.
- Regular attendance and punctuality are essential to fulfill the requirements of this position.
- 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.
- Ability to multi-task
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Communication Skills

- Strong communication, leadership and motivation skills. Ability to direct, guide and assist a group of individuals including effectively solving problems dealing with staff conflict to personnel issues and performance.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- 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

- Ability to show unbiased judgment when managing people and make fair and just recommendations in regard to personnel issues and/or disciplinary action.
- 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 all MS Office programs.
- 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.

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 [Veterinary Practice Manager Job Description](#).

Employee Signature: _____ Date: _____