



## Charlottesville Albemarle SPCA Job Description

JOB TITLE: Clinic Operations Manager  
REPORTS TO: Director of Veterinary Services  
Exemption Status: Exempt  
Revision Date: 1/2/2017

### Position Summary:

The Clinic Operations Manager is responsible for the daily operation of CASPCA's veterinary clinic and ensures compliance with all applicable regulations, policies and laws. They manage the licensed veterinary technicians and veterinary assistants, ensuring a safe and efficient work environment. They work closely with the clinic reception team on patient scheduling and customer relations. The Clinic Operations Manager works with the Director of Veterinary Services to develop and comply with an annual budget, they also manage clinic inventory. The Clinic Operations Manager continuously works to ensure available resources are used in a suitable manner, achieving an appropriate balance between practicing progressive shelter medicine and proactive efforts to deter intake.

### Primary Duties and Responsibilities:

- Assist in the development of policies and procedures as it relates to clinic operations.
- Provide leadership, direction and supervision to veterinary technicians and veterinary assistants. Provide structured, hands-on training and performance reviews at regular intervals.
- Work with the Clinic Reception Lead and Director of Veterinary Services to ensure patient scheduling is manageable and on track with yearly goals.
- Manage the clinic's supply inventories.
- Work with the Director of Veterinary Services to develop and work within an annual budget.
- Maintain the clinic cost list for supplies and services, ensuring its continued accuracy.
- Oversee operation of the mobile clinic.
- Facilitate and oversee Compassionate Care Clinics. Organize monthly walk-in rabies/microchip clinics.
- Maintain efficiency of clinic operations by optimum scheduling of surgeries and other procedures.
- Maintain efficient shelter population management through population rounds, attending behavior meetings, collaborating with other departments, and remaining abreast of the dog and cat populations.
- Aid the veterinarians in ensuring complete medical records are kept on all patients.
- Collects and reports goal oriented and context specific statistics reflecting the clinic's performance.
- Develop relationships with shelters of adjacent communities in effort to expand the no-kill mission.
- Serve as point of contact for clinic volunteers; delegate their training to qualified assistants, and approve the scheduling of the clinic volunteers.
- Perform veterinary assistant job responsibilities as needed.
- Other duties as assigned.

### Skills/Qualifications:

1. Demonstrated knowledge and experience in veterinary clinic procedures through a combination of education, training and experience.

2. Experience working in a high volume spay/neuter clinic and at least two years in a supervisory and/or management position preferred.
3. Must possess strong organizational, customer service, oral and written communication skills and be able to work effectively in a team environment with other medical professionals and volunteers.
4. Ability to efficiently and effectively manage and supervise staff.
5. Able to meet background check requirements.