



JOB Description

POSTING DATE: 3.11.2022
CLOSING DATE: Until filled

POSITION: Brooks Clinic Supervisor
STATUS: Full time/Exempt/Salaried

REQUIRED EXPERIENCE: 4 years of veterinary technician experience
Veterinary hospital management preferred

BASE: DOE

REQUIRED EDUCATION: Registered veterinary technician certification or equivalent experience

JOB DESCRIPTION

The Brooks Clinic Supervisor must have at least 4 years of veterinary technician experience, specifically knowledge of surgery and preventative care. Veterinary hospital management experience is also preferred. Therefore this individual must be able to step into any position as a relief staff member when needed. They are also responsible for the business aspects of Brooks Clinic including: overseeing and training support staff; maintaining inventory and inventory control systems; monitoring key performance indicators and making appropriate adjustments; having knowledge and being able to troubleshoot all hospital software; maintaining equipment and facilities; following all safety and security procedures. This is a leadership position with the additional responsibility of ensuring a positive work environment in which SAHS achieves its goals. This position is under the supervision of the Veterinarians and reports directly to the Chief Veterinarian.

RESPONSIBILITIES:

- **CLIENT RELATIONS**
 - Provides accurate information and friendly professional service to the public, partners, and co-workers in a positive, courteous, truthful, and tactful manner in keeping with our CORE VALUES.
 - Stays current with all paperwork and check-in/out procedures to assist as necessary or answer appropriate questions.
 - Stays current with yearly prices (public, group, employee) and is able to promote our low-cost services.
 - Understands the benefits of spay/neuter surgery and is able to communicate these accurately to the public and other staff members to help further our mission.
 - Communicates effectively and efficiently.
 - Serves as liaison with clients concerning complaints or problems experienced with Brooks Spay/Neuter Clinic.
 - Serves as liaison for the SAHS Veterinarians by handling medical questions and explanations in lieu of direct veterinary interaction.
 - Supports and demonstrates the agency's core values – Customer Service, Adaptability, Respect, Responsibility and Integrity.
 - **SUPERVISORY**
 - Suggests and gives feedback to the Department Head in regards to job descriptions for Brooks employees and communicates these to HR.
 - Maintains an onsite copy of the employment policy and procedure manual and ensures cooperation.
 - Schedules and coordinates regular performance reviews per the employees' anniversary date. Reviews are to be conducted and turned into HR in a timely manner both 90 days after hire and annually.
 - Hires and manages support staff with approval of SAHS Veterinarians.
 - Provides a monthly schedule for support staff while limiting and tracking overtime.
 - Promotes continuous quality improvement by ensuring personnel are properly trained for their positions. Provides ongoing supervision, cross-training, and helps staff receive continuing education.
 - Mediates personnel issues. Is accessible for staff while maintaining a professional relationship.
 - Communicates objectives and expectations, motivates staff, and builds and maintains morale. Maintains positive, cooperative relationships with other employees.
 - Takes an active role in Supervisor Meetings as a leader and role model.
 - Promotes a cooperative working environment among staff members. Understands the value of teamwork.
 - Shows enthusiasm and willingness to perform as necessary to help the clinic function as a unit.
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- Maintains core values and standards.
- PRODUCTION
 - Works with the accounting department and veterinarians for thorough knowledge of budget.
 - Reviews key performance indicators and discusses them with veterinarians.
 - Discusses and sets goals for clinic performance based on previous performance, established contracts, and mission/vision. *Cooperatively* designs strategies for meeting these goals.
 - Establishes an inventory control system with an SOP to assure adequate stock of supplies are available (medical, cleaning, office). Learn how to order or assist in ordering supplies and equipment.
 - Plans for monthly inventory and controlled drug audits.
 - Yearly reviews fee schedule for services, products, and increases prices as necessary. Yearly reviews supply purchase costs to assure optimal prices are obtained.
 - Makes weekly bank deposits.
 - Responsible for creating SOPs for all Brooks Spay/Neuter Clinic policies and procedures.
- MARKETING
 - Initiates new programs and markets services through public relations campaigns. Promotes marketing programs to increase business when necessary.
 - Maintains constructive, organization-minded relationships with vendors geared towards benefiting the SAHS, its shelter animals, and its clients.
- INTERDEPARTMENTAL RELATIONSHIPS
 - Brooks Clinic Supervisor must work with all departments within SAHS. Specific examples are as following:
 - Veterinarians/CEO - knowledge of everything Brooks, including medical/staff/scheduling/facility
 - Director of Operations - Coordinate ordering of prevention for the shelter, facility/maintenance/technology discussions.
 - Accountant - budget/inventory/sales performance
 - Communications Department - promotions and advertisements
 - Community Engagement Director - grants/promotions
- OTHER
 - Organizes regular maintenance and upkeep of the specialty equipment. Troubleshoot any facility or equipment malfunctions
 - Assists with daily operations of the clinic and be able to assume duties in the absence of any staff member(s)
 - Other duties as assigned

KNOWLEDGE, SKILLS, and ABILITY REQUIREMENTS:

- Previous exposure to all aspects of a business enterprise preferred, with demonstrated competence in budgeting, inventory, and staff management.
- Minimum four years working in a veterinary practice.
- Excellent mathematical skills and attention to detail. Must be able to perform dosage calculations, analyze budget spreadsheets, and look at business projections.
- Demonstrated ability to plan, organize, and work with minimal supervision.
- Demonstrated interpersonal skills, adaptability, and flexibility in dealing with people and projects.
- Demonstrated ability to communicate effectively orally and in writing.
- Computer proficient through utilizing medical databases, spreadsheets, scheduling software, and point of sale systems.
- Must be able to maintain a high level of confidentiality and judgment.
- Must feel and express a genuine liking for animals and for working in a non-profit animal care environment.
- Must be able to work under administrative supervision of veterinarians and to be able to use sound personal judgment in selecting methods, establishing priorities, and arriving at conclusions.
- Must be able to tactfully demonstrate “take charge” capabilities.
- Deal intelligibly, pleasantly, and efficiently with clients on the telephone, via email, and in person, often doing several things at one time.
- Display tact and diplomacy with staff members and clients.
- Work almost constantly in the presence of other staff members and clients.
- Be flexible in attitude and work habits.
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all SAHS’s safety policies and rules. Must be willing to report safety violations or potential safety violations to appropriate supervisory or management personnel.

PHYSICAL REQUIREMENTS:

- Must be able to stand, walk, bend and stoop to perform duties
 - Must have the ability to perform prolonged physical activity
 - Must be able to stand for 8 hours
 - Must be able to lift 50lbs.
 - May be required to work uncommon hours, overtime, and be subject to recall in emergency situations.
 - May be required to perform tasks that involve the potential for exposure to blood, body fluids, or tissues (animal and human)
 - Potential for exposure to zoonotic diseases
 - Exposure to high noise levels when in the kennel area
 - Potential for animal bites and scratches while handling animals
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