



JOB POSTING

POSTING DATE: 10/24/2024

POSITION: MEDICAL SUPPORT SUPERVISOR

CLOSING DATE: OPEN UNTIL FILLED

STATUS: FT SALARY/EXEMPT **BASE PAY:** DOE

REQUIRED EXPERIENCE: 1-2 YEARS OF CUSTOMER SERVICE, PREFERABLY IN ANIMAL CARE, 1-2 YEARS IN A SUPERVISORY OR LEADERSHIP ROLE, EXPERIENCE IN DATA ENTRY AND MANAGING MULTIPLE COMPLEX PROJECTS IS ESSENTIAL

REQUIRED EDUCATION: HIGH SCHOOL DIPLOMA OR GED, ANIMAL CARE FACILITY TRAINING PREFERRED

Job Description

The medical support supervisor is responsible for ensuring exceptional service to the public and internal departments by overseeing the smooth operation of front desk activities and managing the community-wide spay/neuter program. This role combines administrative, customer service, and operational duties to support the mission of the San Antonio Humane Society (SAHS). This position reports to the medical director.

Principal Duties and Responsibilities:

- **Customer Service and Communication:**

- Provide accurate and friendly service to clients, partners, and co-workers via phone, email, and in-person interactions.
- Educate clients on spay/neuter procedures, animal wellness, and post-operative care.
- Respond to inquiries and resolve issues tactfully and professionally, ensuring a positive experience.
- Performs other duties as required to ensure a positive public image and to improve the functioning of this organization as assigned by the medical director.
- Prepare and complete online prevention orders for current clients and pets using Petpoint, Lightspeed, and FedEx.

- **Spay/Neuter (S/N) Program Management:**

- Oversee the strategic community-wide spay/neuter program, ensuring maximum use of available grant funds.
- Coordinate with veterinarians, surgical staff, and other departments to ensure that all spay/neuter activities meet organizational goals and deadlines.
- Accurately enter and audit spay/neuter data, prepare reports, and manage invoicing details on a weekly and monthly basis.
- Efficiently coordinate with the accounting department to ensure invoicing is performed on time.
- Maximum and efficient scheduling of spay/neuter surgeries using the online scheduling system, Acuity
- Create and manage logistics of the spay/neuter calendar and wellness events using Acuity.
- Efficiently coordinate with community engagement for effective spay/neuter promotions on social media and website.
- Provide ongoing training on Acuity and the voucher system in Acuity and Petpoint, as needed.
- Organize and act as a liaison with the veterinarians, between partner groups and the SAHS staff to set up appropriate discounts and surgical availability.
 - Coordination of group surgery days with veterinarians
 - Ensure all partners have signed a group pricing memorandum of understanding (MOU) prior to scheduling surgeries
 - Ensure all partners have set up a system of payment (via invoicing or immediate pay) prior to scheduling surgeries. (To be coordinated with the accounting department)
 - Maintain up-to-date files and data on all groups/partners serviced and billing arrangements

- **Front Desk Operations:**

- Supervise front desk activities, ensuring a smooth flow of intake, surgery, and wellness clinic.
 - Monitor and maintain office equipment, manage supplies, and ensure a clean and orderly workspace.
 - Communicate supply needs to the medical director in a timely manner.
 - Process data entry for animal intake, medical records, and veterinary treatments using various software systems (e.g., PetPoint, Acuity, Lightspeed POS, Stripe).
 - Handle financial transactions, including running credit cards and completing end-of-day reports.
 - Responsible for learning and teaching PetPoint data entry, Acuity appointment reservations, and Lightspeed POS to medical front desk staff
 - Ensures complete and accurate records exist for all patients, including rabies certificates, go-home paperwork, and medical records
 - Responsible for data entry of animal information upon intake, as well as entry of all veterinary and medical treatments and notes
 - Responsible for updating the medical front desk standard operating procedures (SOPs)
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- Responsible for basic medication calculations, record keeping, and knowledge of all medical protocols
- Supervise, schedule, and evaluate front desk staff

Team Collaboration and Leadership:

- Train and supervise volunteers and front desk staff working in the office area.
- Facilitate clear communication among all departments and ensure the dissemination of relevant information.
- Participate in meetings and contribute to discussions on improving workflows and client services.
- Process data entry by reviewing data for deficiencies and resolving discrepancies by using standard procedures
- Provides accurate information and friendly professional customer service to the public and co-workers in a positive, courteous, truthful, and tactful manner. Interacts with all departments cohesively and communicates information effectively.
- Commitment to a high safety standard and willingness to comply with all safety laws and the organization's safety policies and rules.
- Report safety violations and potential safety concerns to appropriate supervisory or management personnel.

Education, Experience, Knowledge, Skills, and Abilities:

- **Education:**
 - High School Diploma or GED required.
 - Training in an animal care facility is preferred.
- **Experience:**
 - 1-2 years of customer service experience, preferably in an animal care environment.
 - 1-2 years in a supervisory or leadership role.
 - Experience in data entry and managing multiple complex projects is essential.
- **Skills:**
 - Strong verbal and written communication skills.
 - Proficient in Microsoft Office (Word, Excel, PowerPoint) and comfortable learning new technologies.
 - Analytical skills for gathering, interpreting, and reporting data.
 - Ability to multitask effectively in a fast-paced, high-volume environment.
- **Abilities:**
 - Must be able to work standing or sitting for 8-10 hours.
 - Must be able to lift and carry up to 50 pounds.
 - Ability to handle stressful situations and work efficiently under pressure.
 - Must be able to handle animals safely and humanely, demonstrating compassion and concern.
 - Must assist the medical front desk staff when needed

Additional Requirements:

- **Physical Requirements:**
 - Frequent bending, kneeling, and exposure to potential zoonotic diseases.
 - Exposure to high noise levels, chemicals used to sanitize facilities, vehicles or equipment, and other physical situations that involve all forms of animal life.
 - Potential for animal bites and scratches while handling animals.
 - Must be able to see fine detail
 - Must be able to learn characteristics of animal behavior (for example, be able to identify aggressive or fearful behavior)
 - Must be able to safely handle (on average) 50+ dogs and cats per day
 - Must become proficient at animal restraint for various procedures for the safety of co-workers, self, and patients
 - Ability to work directly with animals, with no preexisting allergies to animals, hair, or dander
 - Treats all animals humanely, with compassion and concern, both on and off the job, and transmits these values to others
- **Work Schedule:**
 - Must be available to work weekends, holidays, and off-hours as needed.
- **Technical Requirements**
 - Technical proficiency with Microsoft Office
 - Must be able to answer and respond to multiple phone lines.
 - Work requires analytical skills to gather and interpret data in job-related situations.
 - Type at least 50 wpm.

Core Values:

- Must demonstrate and support the agency's core values of Customer Service, Adaptability, Respect, Responsibility, Compassion, and Integrity.