

**Humane Society of Washington County**  
**13011 Maugansville Road**  
**Hagerstown, MD 21740**  
**Revised November 15, 2018**

### **Job Description**

**Job Title:** Veterinary Center Director  
**Department:** Veterinary Center  
**Job Code:** Exempt  
**Reports To:** Executive Director  
**Job Status:** Full-Time

**Job Summary:** The Director is responsible for all of the daily operations of the veterinary center. This is a supervisory position and requires the person to delegate and ensure completion of staff duties in a positive work environment. The role may require working alongside staff as needed to meet the goals of the Veterinary Center. The Director is responsible for hiring and training support staff, preparing budgets and financial statements, monitoring key performance indicators, maintaining and monitoring inventory, creating and implementing standard operating procedures, and ensuring that patient health and safety is a central focus of all daily work. The Director must interact with and strive to work seamlessly with other departments to deliver best medicine and best practices in conjunction with on staff veterinarians.

#### **Department Supervision:**

- Expertly balances the interests of the Veterinary Center (VC) while accommodating the ever-changing shelter environment
- Promotes a client centered environment by providing excellent customer service, skillfully resolving client complaints and concerns.
- Responsible for recruiting, interviewing and hiring all paid support staff.
- Plans and organizes all personnel activities; efficiently scheduling staff (managing PTO and Payroll), schedules performance reviews, provides staff trainings, resolves staff issues, is accessible to staff while maintaining a professional relationship.
- Ensures proper policies and procedures are in place for all operations within the VC.
- Guarantees compliance with all licensing requirements, controlled substances, and all applicable regulatory codes.
- Works with Executive Director and leadership team to develop long range programs and support existing programs.
- Objectively evaluates daily logistics and quickly implements working solutions to correct inefficiencies.
- Meet or exceed key performance indicators as determined by the Executive Director.

#### **Finance and Accounting:**

- Recommends annual budget for approval by Executive Director, manages resources within budget guidelines.

- Measures performance of finances, maintains daily/weekly/monthly reports or internal invoices as requested by Executive Director.
- Sets goals for VC and designs strategies for meeting these goals.
- Establishes inventory control system to ensure adequate stock while negotiating best prices to utilize designated resources.
- Review all purchase orders, credit card statements, invoices, etc. for accuracy and promptly submitting for payment.
- Works closely with Development staff to ensure all VC related grant proposals and reports are accurate.

#### **Hospital Facility:**

- Develops a schedule for equipment maintenance, ensures VC equipment is properly maintained and serviced; Contracts and supervises all maintenance activities to ensure medical standards are met within VC.
- Designs and administers safety and security regulations and training.

#### **Marketing:**

- Initiates new programs and markets the VC to increase client base through public outreach.
- Works with Development staff to create and maintain effective marketing and advertising of programs to promote spay/neuter, responsible pet care, assistance programs and TNR.

#### **Other duties:**

- Participate in committee meetings and special projects as assigned.
- Attend Board of Director meetings as requested
- Communicate objectives, motivate staff, build and maintain morale.
- Promote a cooperative work environment
- Understand and follows written and oral instructions
- Develop relationships with animal welfare organizations.
- Encourages the use of volunteers and solicitation of monetary or in-kind donations.
- Travel for trainings
- Performs other duties as assigned

#### **Position Requirement**

**Education:** Bachelor's Degree or RVT

**Experience:** Minimum 3 years management experience with demonstrated competence in staff management, budgeting, basic computer skills with working knowledge of Microsoft Word and Excel (QuickBooks experience is a plus). Familiar with veterinary hospital operations. Shelter medicine knowledge or experience in an animal sheltering environment a plus.

#### **Personal requirements:**

- Must be able to work under the broad general supervision of the Executive Director.

- May be required to work uncommon hours, overtime or respond to emergencies 7 days a week/24 hours a day.
- Tactfully demonstrate leadership capabilities
- Work in stressful conditions
- Cope with death either due to surgical cause or euthanasia
- Ability to rapidly and accurately process information
- Communicates in a professional and courteous manner with HSWC staff, volunteers and public.
- Be flexible in work habits, delegate tasks and make clear concise decisions.

**Physical Requirement:** Work requires lifting up to 50 pounds, sitting or standing for prolonged periods of time.

**Working Environment:** May have regular exposure to adverse conditions such as but not limited to: zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, fumes, temperature and noise extremes, pathogenic substances, varying weather conditions. May be exposed to animal bites and scratches

*Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.*