

Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740
Revised February 1, 2017

Job Description

Job Title: Veterinary Center Director
Department: Veterinary Center
Job Code: Exempt
Reports To: Vice President/Chief Operating Officer
Job Status: Full-Time
Date: March 3, 2017

JOB SUMMARY

The Veterinary Center Director is in charge of the day-to-day operations for the entire veterinary clinic. The VC Director delegates duties as needed to achieve clinic goals and oversees support staff to ensure individual duties are being completed, but ultimately is expected to step in and work alongside staff as needed to meet goals. This position is a supervisory position, and the successful candidate will be expected to provide leadership, direction, and discipline when necessary. The VC Director will manage and diffuse staff interpersonal issues. The VC Director will serve as point person for the dissemination of information to staff.

DUTIES & RESPONSIBILITIES

- Manages the human resources of the clinic including, but not limited to:
 - Handles recruitment, employment, and release of all personnel, both paid staff and volunteers;
 - Maintains personnel files (I-9s, documentation of trainings, discipline, reviews);
 - Tracks employee time off (requested and approved);
 - Tracks employee insurance deductions for those on clinic insurance;
 - Handles payroll;
 - Oversees employee time clock;
 - Maintains employee handbook updates;
 - Maintains sound HR practices.
 - Ensures proper training of staff and team building for all staff including but not limited to:
 - Responsible for managing the day-to-day operations of the clinic;
 - Provides regular performance reviews and check ins;
- Ensures policies in medical and procedural standard operating procedures are followed and updated as needed;
- Ensures proper procedures are in place for animal handling, disease control, and patient care;
- Ensures staff are properly trained and using their time efficiently and effectively;
- Ensures the clinic has proper working equipment and supplies and that the clinic is in compliance of all regulations and codes;
- Actively supports associate staff and volunteers, and promotes the development of skills related to the advancement of our goals and mission;
- Follows the clinic philosophy and guiding principles;
- Ensures that the public receives world-class customer service that is courteous, respectful and professional service from all staff according to our philosophies and guiding principles, and handles client complaints or concerns so the situation is diffused;
- Fills in for positions in the clinic where needed;
- Conducts and participates in meetings with staff to review procedures, discuss workplace issues and share ideas. Works closely with Executive Leadership to develop long-range programs, review

policies and procedures, and financial statements.

Financial Oversight

- Recommends yearly budget for Executive approval and manages clinic's resources within those budget guidelines.
- Measures clinic performance with regards to finances and specific program services and maintains daily, weekly, and monthly clinic reports.
- Markets the clinic to increase our client base by outreach to the public and developing relationships with humane and professional agencies for referrals.
- Writes written materials including appeals, newsletters, social media posts, and website materials in conjunction with Development staff.
- Secures ongoing funding for clinic through building donor relations, corporate sponsorships, in-kind donations, special events, and increasing client usage at the clinic.
- Manages accounts receivable accounts to ensure accounts are paid in prompt manner.
- Assist treasurer in invoice payment and maintaining a chart of accounts.
- Reviews all invoices prior to approving including credit cards, ER bills, and vendors.
- Reviews medical and office inventory spreadsheets to ensure proper spending.
- Handles daily deposits.
- Monitors financial statements from the treasurer and adjusts spending as necessary to remain within budget on all line items.

Media & Outreach

- Assists in the design of materials for promotions, marketing, and fundraisers.
- Actively promotes spay and neuter, and educates clients on responsible pet care.
- Represents the clinic in a professional, courteous manner at all times.
- Participates on committees and special projects as assigned. This may include, but is not limited to, such projects as speaking engagements and community education.
- Periodically attend Board meetings to provide a status of clinic operations.
- Other duties as assigned.

SKILLS & SPECIFICATIONS

This position requires multi-tasking in a fast-paced, dynamic environment. Flexibility and adaptability will be invaluable as job duties may fluctuate from day to day and even moment to moment. The ability to communicate assertively and effectively with staff and clientele is essential. The ideal candidate will demonstrate self-initiative and the capacity to work independently. The Director must be able to objectively evaluate clinic logistics and implement working solutions to inefficiencies in real time. Work duties may include occasional weekends and evenings, with advance notice, and the Clinic Director should anticipate occasional disruptions of his/her personal life after work hours (employees calling off, scheduling crisis, etc.).

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

- 5 years managing people a plus
- Experience with media
- Experience with development
- Bachelor's degree preferred
- Working knowledge of Microsoft Word and Excel
- Customer service experience
- Familiarity with Humane Alliance methods and protocols a plus

JOB REQUIREMENTS

- 1. Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks
- 2. Will be asked to communicate with the public on a daily basis in a professional manner

EMOTIONAL/MENTAL REQUIREMENTS

- Must be able to work under stressful conditions and work efficiently and effectively under those conditions
- Must be able to cope with death either due to surgical complication or euthanasia
- Ability to rapidly and accurately process information
- Ability to delegate tasks and make decisions

WORK ENVIRONMENT:

The offices and operations of a veterinary clinic can be high stress and very busy at times. The schedule can change and may require weekend or evening hours to complete the job. Can include working some holidays, depending on clinic needs. Traveling and training often requires travel on weekend days. Candidate must be flexible with schedule changes on short notice. Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Leadership Responsibilities

- Encourages the use of volunteers, the solicitation of monetary and the use of in-kind donations whenever possible.
- Develops new ideas with staff in order to work towards the organization's strategic goals.
- Provide support in the absence of staff.
- Communicates in an effective and professional manner with public and all HSWC staff and volunteers.
- Follow all written and verbally communicated HSWC Standard Operating Procedures.
- Attend all staff meetings and training sessions.
- As a member of the Management Team, lead agency staff and volunteers to a high standard of performance. Works in collaboration with Development Director, Director of Operations, VP/COO and Chief Executive Officer. Makes decisions on behalf of the agency in regard to volunteers and animal program management, customer relations, and budget administration. Generates funds to support programs. Is on call to the shelter and responds to emergencies seven days a week, 24 hours a day.

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.