

Job Title: Director of Clinic Services



Reports To: Chief Operating Officer

Schedule: Monday – Friday (and as needed to support organization)

FLSA Status: Exempt

Type: Full Time

Supervisory Responsibilities: Clinic Services veterinarians, Practice Manager, medical and customer service support staff and volunteers

Summary:

The Director of Clinic Services leads a high performing team of veterinarians, medical support staff and volunteers dedicated to providing underserved communities access to high quality veterinary care. The Director organizes, plans, manages, and oversees all aspects of the Clinic Services operation ensuring productivity, licensing, regulatory compliance, quality of care, equipment maintenance, and strategic goals are met in the state-of-the-art, spay neuter and wellness clinic.

The Director ensures HSC provides accessible and high-quality veterinary care to under-served communities in Charlotte working in-line with HSC annual budget and in cooperation with other agency programs and departments.

Essential Duties and Responsibilities Include:

Organizes, Plans, Manages and oversees all aspects of the clinic operations

- Plans, organizes, and oversees Clinic Services to ensure they meet the principles and objectives of the Organization.
- Teaches, trains, and assists Practice Manager and support staff in their professional relationship with employees and other staff.
- Ensures all Clinic Services employees meet or exceed the expectations of the Organization Core Values.
- This position ensures all levels of the Clinic Team have trust in one another; listen to one another; develop a cross-functional team-based approach; solve problems as a team; provide recognition for jobs well done; uses flexible controls; give clear directions in key results areas, measurements, and goals; provide skill-based training to their employees as well as coaching, feedback, and encouragement.
- Provides counsel to Practice Manager in recommending appropriate courses of action regarding employee relation issues.
- Assures the proper implementation and administration of all policies, procedures, and programs and coordinates this through the other members of the Senior Management Team.
- Diagnosis and develops viable solutions to solve problems and meet safety, workers compensation, and financial goals cross-functionally.
- Is the driving force of change and is the standard bearer in helping to develop the culture of the Clinic.
- Establishes and maintains an effective information exchange with all functional areas of the HSC.
- Acts as a liaison to other professional organizations within the field. Meets and talks with the clients/public, providing information concerning HSC.
- Works in cooperation with Executive Team to create the Clinic Services departmental budget. Leads Clinic Services in meeting and exceeding budget expectations and adjusts when needed to ensure budget goals are met.

- Sets standards for workplace productivity in-line with Strategic Plan and goals.
- Performs other duties as assigned or required to ensure a positive public image and to improve the functioning of Clinic Services.

Responsible for all operating, health and safety, and personnel policies and procedures in Clinic Services

- Strategic initiatives
- Budget acceptance
- Employee relation issues up to discharge
- Process improvements
- Shelter/Clinic hours and services
- Authorizing Purchase Orders and Check Requests
- Overtime worked

Day-to-day operational and financial processes will include, but not limited to

- Public interaction, customer concerns and complaints
- Cross-functional communications
- Employee relation strategies and issues
- Governmental rules and regulations and licensing
- OSHA compliance and managing workplace health and safety initiatives
- Workers compensation
- Financial objectives
- Managing multiple locations
- Media spokesperson on Clinic Services topics when needed

Major responsibilities this position is accountable for

- Total management of the Clinic Services Team
- Financial objectives established by the Executive Team and Board of Directors
- Culture of the Clinic Services Team
- Surgery and Wellness numbers
- Organization' compliance of animal related laws

Qualifications/Requirements

- Bachelor's degree of commensurate experience
- CAWA (Certified Animal Welfare Administrator) certificate through AAWA (Association for Animal Welfare Advancement) is preferred
- Valid State driver's license
- Minimum 5 years in Animal Welfare/Veterinary Clinic environment with last 5 years in a Management role
- Excellent oral and written communication skills and the ability to establish rapport quickly with persons of diverse backgrounds
- Proven record of leadership and management skills
- Maintains a professional stance and encourages professionalism in all work activities
- Preserves cordial, productive relationships with all staff and board members while maintaining confidentiality pertaining to privileged administrative and operational information
- Self-motivated, well organized, goal orientated, and works effectively under pressure
- Must understand leadership as a team player
- Flexibility in work hours
- Must be enthusiastic for the mission and goals of HSC

Knowledge and Skills

- Knowledge of effective management techniques and ability to utilize them to promote full performance and high morale
- Ability to work in a fast-paced environment with a variety of people
- Ability to identify and understand problems and determine appropriate measures to solve them
- Efficient Microsoft Office Suite user able to maintain and use a variety of records to prepare statistical and other reports
- Experience in animal behavior, health, handling, & care in a shelter environment strongly preferred
- Excellent communication and leadership skills
- Ability to express ideas clearly, both orally and in writing
- Exercises good judgment when dealing with the public, leadership team, staff and volunteers
- Detail oriented, while also creative and forward-thinking
- Committed to maintaining the integrity of the organization's mission and programs

Time commitments / Expectations

- 40 Hour work week – flexibility in work hours
- Must be available to work weekends and occasional evenings
- Attending offsite continued education seminars or varying opportunities is required

Working Conditions

Work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to regularly move about the shelter to provide care to shelter and clients' animals. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Occasionally positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly communicates with clients, staff members and volunteers who have inquiries and must be able to exchange accurate information in these situations. Occasionally moves animals weighing up to 50 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, onto and off of exam tables).

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position is regularly required to use hands to fingers, handle, and talk and hear. The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel or crouch. Specific vision abilities required for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____ Date: _____