

Moose Jaw Animal Clinic

JOB DESCRIPTION

Position:	Office Manager
Reports To:	Dr. Ram Changar
Date Prepared:	Jan. 25, 2018

Summary of position:

The primary role of the Office Manager is clinic administration in a manner that promotes quality patient care and favorable working conditions while maintaining profitability and adhering to all applicable industry and government rules and regulations.

This position may require working a variety of days and hours, as well as training or cross training in other areas. Use of manual and computerized equipment required. Physical requirements include: walking, standing, lifting, carrying, bending, reaching and restraining.

Brief description of job duties and responsibilities:

- 1) Ensure that all SVMA, Employment Standards, Human Rights, WHMIS, OH&S, and WCB rules and regulations are being followed.
- 2) Maintain confidentiality regarding clinic, client, and staff private information.
- 3) Oversee all staff job functions; provide guidance and mediate staff issues through clinic policies and procedures.
- 4) Follow-up with staff to ensure goals and objectives are being met; proceed with further training, guidance, corrective or disciplinary action if necessary.
- 5) Ensure that the clinic is appropriately staffed and managed, including: recruitment and selection, orientation, discipline, and termination.
- 6) Supervise and train or ensure that adequate supervision and training is provided for all staff; keep track of employee progress.
- 7) Be the liaison between the clinic, business associates, and the clinic Owner.
- 8) Work to resolve client issues, forwarding medical complaints to the Veterinarian.
- 9) Meet with sales representatives and convey the information to the Inventory Manager.
- 10) Oversee and ensure that medical records, both paper and electronic, are accurate and updated accordingly.
- 11) Maintain staff personnel files, vacation planning, and staff scheduling.
- 12) Schedule regular weekly departmental staff meetings during a day and time that will least impact clinic operations.
- 13) Take meeting minutes, follow-up on action items and file minutes for future reference.
- 14) In coordination with the Owner, regularly update policies and procedures as required.
- 15) Oversee that office and medical equipment is maintained and in good working order.
- 16) Maintain stationary supplies and consumables used in the clinic.
- 17) Conduct performance appraisals and review job descriptions to keep them current.
- 18) Organize, encourage, and approve appropriate continuing education for staff.

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- 19) Organize social functions.
- 20) Organize work experience programs.
- 21) Follow clinic policies and procedures.
- 22) Perform duties in a manner that promotes a healthy and safe work environment.
- 23) Project a positive clinic image.
- 24) Perform other duties as directed and/or required.

Minimum qualifications:

Education:	Post secondary management studies or Animal Health Technology studies preferred.
Experience:	Minimum 2 years experience in a veterinary clinic setting. Previous office management experience preferred.
Other:	Must be able to work in a team environment as well as work well independently. Must be self disciplined and have the initiative and foresight to complete tasks accurately and on a timely basis. Excellent communication, interpersonal and problem-solving skills. Good working knowledge of Microsoft office.

Acknowledgment:

Employee Name (Print)	Signature	Date
Manager's Name (Print)	Signature	Date

Salary: \$48 000/year