

Job Title: Office Manager	Department: Spay/Neuter Alliance	Salary/Pay Grade:
Location:	FLSA exemption: Exempt	Supervisor: Clinic Director

JOB SUMMARY

Responsible for overall operations of the Clinic office and maintains all aspects of transport system. Maintains complete and accurate records of clinic patients, maintains transport schedule, liaises with transport partners, and trains and supervises Clinic volunteers and Transport Driver.

WORKING RELATIONSHIPS

Works closely with the Clinic Director and other Clinic staff.

ESSENTIAL JOB FUNCTIONS

1. Participates in check in/out of patients and balances cash drawer.
2. Ensures complete and accurate records exist for all patients, including rabies certificates, go-home paperwork, and medical records
3. Manages booking schedule through software and ensures proper number of animals are booked daily. Develops a plan for dealing with no shows.
4. Ensures proper pricing for items set up and proper subsidies and grants in software.
5. Oversees online booking to ensure that system is set up and working properly. Replies to any emails regarding booking.
6. Maintains accounts receivables for all owner and volume clients
7. Answers clinic phones, returns messages, forwards messages to appropriate staff in a timely manner
8. Inventories and orders office supplies
9. Creates monthly reports on declined surgeries, no-shows, and A/R.
10. Creates monthly transport schedule and communicates that to each transport partner
11. Liaises with transport partners about questions, accounts receivable, schedules, etc.
12. Maintains accurate and up-to-date contact list of transport partners
13. Trains and supervises Transport Driver
14. Trains and supervises Clinic volunteers and/or Clinic medical staff (when working in the office area)

EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

- 1. Client Education
 - a. Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks
 - b. Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian
 - c. Will be asked to communicate with the public on a daily basis in a professional manner
- 2. Physical Requirements
 - a. Must be able to work standing or sitting for 8 or more hours
 - b. Must be able to lift and carry up to 50 pounds repeatedly throughout the day with help
 - c. Must be able to bend and kneel repeatedly
 - d. Must be able to see fine detail in a variety of situations
- 3. Technical Requirements
 - a. Technical proficiency with Mac and PC platforms, as well as Microsoft Office.
 - b. Must be able to answer and respond to four phone lines.

PREFERRED

Two or more years experience in a veterinary clinic, veterinary hospital, and/or animal shelter or control facility. Candidate should be highly motivated, enthusiastic self-starter with a professional attitude.

WORK ENVIRONMENT

The offices and operations of this department be high stress and very busy at times. This position is scheduled for five days/week, usually Monday through Friday; however, the schedule can change and may sometimes require weekend or evening hours to complete the job. Can include working some holidays or evenings depending on needs. Candidate must be flexible with schedule changes and short notice requests.

Acknowledgements & Approval	
Employee Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____