## Job Description & Responsibilities

JOB TITLE: Clinic Manager Assistant

Job Relationships: Reports to Executive Director/Director of Clinic Operations; provides supervision for all personnel and volunteers.

Job Summary: Responsible for Assisting Clinic Manager with overall operations of office and service counter; maintain complete records of clinic activities; care of all patients; provide client services and education.

**Clinic manager Assistant Responsibilities:**

Supervision and Client Service:

1. **Oversee operations of the main service counter.**
2. **Ensure quality client service.**
3. **Report employee or client problems to Director.**
4. **Assist the Executive Director in administrative duties.**
5. Make/verify bank deposits.
6. **Maintain accounts receivable for non-cash clients.**
7. **Proficient at electronic communication (e-mail).**
8. Create, manage and send out PSA announcements as appropriate to radio, newspaper, e-mail.
9. Communicate clinic events to web master for web site update(s) as necessary.

Patient Information:

1. **Maintain patient database using IntraVet Software.**
2. **Ensure proper paperwork goes home with each patient.**
3. **Maintain complete records for all patients.**
4. **Ensure that proper supplies are kept on hand.**
5. **Provide in-person and telephone client services and answer questions.**
6. **Ensure that owners are happy and comfortable with leaving their pets in a safe and loving environment.**

Clinic Manager Duties:

1. Billing:

* **Check with veterinary technician to see if all scheduled vaccines were administered and all scheduled surgeries were performed. If not, remove appropriate charges from invoice; add anything extra the animal may have received.**
* **Post invoices at the end of every day.**
* **Check daily invoices for errors.**
* **Retain a copy of each invoice.**

1. Accounts Receivable:

* When payments are received, other than at time of service, enter payments in the IntraVet database, make bank deposit and send e-mail to bookkeeper.

1. Account Reconciliation:

* Prepare monthly accounts receivable reports.
* Notify director at end of each clinic of any outstanding AR.
* Contact any overdue accounts.
* Send report to the accountant.
* If a problem cannot be resolved, notify the Director.

1. Clinic Maintenance:

* **Maintain supplies/drug inventory, ordering**
* **Clean and service all clinic equipment to ensure proper operation, report any service/repairs needed to director.**
* **Oversee complete clinic cleaning including laundry, kennels, floors, lobby.**

1. Foster Pets:
   * Oversee medical needs of foster pets in conjunction w/foster chair.
   * Maintain medical records for foster pets.
   * Assist foster chair with supply ordering for foster pets: food, litter, etc.
2. Volunteer Coordination:

* Organize, coordinate and manage the recruitment of volunteers for the clinic, various committees, departments and association programs, which reflect the demographics of the community and enhance the operations of the clinic and mission.
* Work with social, civic and local organizations to develop partnerships, where appropriate, to develop and/or utilize volunteers.
* Develops a training program for volunteers.
* Maintains updated records on all volunteers.
* Set up and attend meetings.
* Recommend and develop ongoing use for utilization of volunteers.
* Develop a volunteer recognition program.
* Other duties as assigned.

**veterinary technician Responsibilities:**

Supervision and Client Services:

1. Supervise all personnel, veterinary assistants, and volunteers.
2. Report employee/volunteer or client problems to director.
3. Provide in-person and telephone client service and answer questions, on call post surgery.
4. Actively promote spay and neuter, and educate clients on responsible animal ownership.
5. Actively support associate staff and volunteers; promote the development of skills related to the advancement of our goals and mission.
6. Represent the clinic in a professional and courteous manner at all times. Provide quality service to clients, volunteers, and staff, recognizing their individual contributions to the success of our organization.
7. Maintain medical inventory and supplies.
8. Maintain controlled substance drug logs and surgery logs.

Patient Care:

1. Triage all patients as they are checked in. Report health concerns to attending veterinarian.
2. Provide excellent patient care.
3. Assist veterinarians in surgery as needed.
4. Calculate and administer anesthesia to all surgical patients per anesthetic protocol.
5. Maintain all necessary drug logs and patient records.
6. Stay current in knowledge of emergency drugs and protocol.
7. Administer animal vaccinations, tests, medications and treatments as directed.
8. Participate on committees and special projects as assigned.
9. Other duties as assigned.

## Medical Support Staff Job Requirements

Client Education

1. **Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks**
2. **Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian**
3. **Will be asked to take medical histories for surgical rechecks**
4. **Will be asked to communicate with the public on a daily basis in a professional manner**

Animal Handling

1. Will be asked to handle (on average) 40 dogs and cats per day
2. Must be able to learn characteristics of animal behavior (for example: be able to identify aggressive or fearful behavior)
3. Must be able to use appropriate safety equipment for fractious or feral animals (will train) – the use of safety equipment is mandatory
4. Must possess excellent reflexes
5. Should be able to identify own limitations and be willing to ask for help
6. Must become proficient at animal restraint for various procedures

Physical Requirements

1. **Must be able to work standing or sitting for 8 or more hours**
2. **Must be able to lift and carry up to 50 pounds repeatedly throughout the day with help**
3. **Must be able to bend and kneel repeatedly**
4. **Must be able to see fine detail in a variety of situations**
5. **Must have good hearing including ability to distinguish changes in pitch**
6. **Must have reasonable degree of agility to move through tightly cramped areas in various situations**
7. **Must have acceptable sense of touch and smell**
8. **Must have good range of motion in joints especially wrist, knees, elbows**
9. **Must have good range of motion in your back for instance twisting**
10. **Must be able to work in potentially extreme environmental temperatures**
11. **Must have acceptable sense of balance**
12. **Must be able to work and reach on hands and knees**
13. **Must be able to use a ladder and or step stool**
14. **Must possess excellent hand-eye coordination**
15. **May be asked to move large oxygen tanks**
16. **Must possess an acceptable degree of dexterity in hands and fingers**
17. **Must have good vision including peripheral vision, fine detail, distance, depth perception and ability to focus**

Emotional/Mental Requirements

1. **Must be able to work under stressful conditions and work efficiently and effectively under those conditions**
2. **Must be able to respond quickly to a variety of medical situations (with training)**
3. **Must be able to cope with death either due to surgical complication or euthanasia**
4. **Ability to rapidly and accurately process information**
5. **Ability to delegate tasks**
6. **Ability to recognize a need for assistance and ask for help**
7. **Ability to control instinct (for example: while restraining it is most often required to tighten grip and NOT release the animal when they begin to struggle)**
8. **Ability to make decisions**
9. **Ability to cope with frustrating situations and remain calm**

Potential and Prolonged Exposures

1. **Prolonged exposure to various aqueous solutions including but not limited to dish soap, chlorhexidine and bleach**
2. **Prolonged exposure to isopropanol, hydrogen peroxide**
3. **Potential exposure to formalin solution**
4. **Potential/Prolonged exposure to isoflurane gas**
5. **Prolonged exposure to quartenary ammonium cleaners and bleach**
6. **Prolonged exposure to pressurized steam**
7. **Potential exposure to sharps including needles and surgical blades**