



Position Description

May 7, 2019

Job Title: Clinic Manager

Reports To: Director of Operations

FLSA Status: Exempt

Location: 9107 N. Marbach Road, San Antonio, Texas 78245

Shift: Varies

Posting Closes: When Filled

Leadership Overview: The Clinic Manager works collaboratively with the San Antonio Pets Alive!'s director of operations and program staff, in alignment with organizational goals, and provides leadership, direction, and inspiration to the medical team. The Clinic Manager encourages staff development, promotes cooperation, participation, innovation and decision-making. The Clinic Manager emphasizes openness, accountability and communication within the department and across the organization and builds a team that reflects a compassion for animals and people.

General Summary: The Clinic Manager reports to the Director of Operations and ensures delivery of the highest quality care for all SAPA! animals. The SAPA! Clinic handles thousands of pets each year and the position is responsible for planning, organizing, and managing the work flow for services at the clinic.

Essential Job Functions:

- Recruit, train and lead the clinic team so that all state laws are adhered to on a daily basis
- Ensure all animals at the clinic receive excellent clinic care which includes daily enrichment and a minimum of two walks per day
- Perform clinic rounds every four hours which includes implementing check out procedures with the team
- Manage the workflow of the Clinic, including that of the clinic staff and volunteers

- Support the foundation of work that has already been established by working within set policies and procedures
- In collaboration with, the staff DVM and in accordance with SAPA protocols and mission, oversee care and decision-making for animals placed at the clinic
- Responsible for day-to-day operations with a focus on exceptional patient/client service, efficiency and time management in a high-volume setting
- Must be solution oriented, and routinely evaluate the efficiency of the medical program and streamline as needed
- Provide input for onboarding, training, and development of staff and volunteers, along with recommendations of volunteer needs
- Provides accurate information and friendly professional service to the public and to coworkers in a responsive, positive, courteous, truthful and tactful manner
- Ensure that the facility is kept clean, sanitary, uncluttered, and always represents SAPA's mission in a profession and customer-focused manner
- Coordinate and facilitate transport of animals between facilities to maximize open kennel space
- Supervise, train and provide back-up for all clinic positions
- Issuing disciplinary action and providing solutions to inter-personal conflicts
- Ensure proper intake protocols and medical wards are appropriately maintained, as needed
- Model a standard of continual commitment to improvement in all aspects of Medical Operations' care and handling of animals
- Ensure an effective system for supply ordering and inventory for Medical Operations, ensuring costs are managed efficiently and donations are always being utilized
- Oversee weekly audits regarding vaccines, controlled substances, medications, signage, equipment handling, and other facility needs
- Lead the coordination and collaboration between medical SAPA teams to provide for the best and most appropriate care possible for the animals
- Continuously seek out, learn and implement best practices in the field related to shelter medicine and animal welfare
- Work with Director of Operations to update and maintain all medical protocols
- Perform all job duties in a positive, helpful manner and provide exceptional customer service
- Other duties as assigned

PHYSICAL DEMANDS

- Frequently required to stand, walk, sit, and reach
- Must be able to lift 50 pounds
- Work performed requires lifting, bending, stooping, twisting, pushing, and other strenuous activities for extended periods of time
- Work is often done in a time sensitive and demanding environment
- Evening, weekend, and holiday work will be required

EDUCATION AND EXPERIENCE

- Must have an Associate's degree or be a licensed veterinary technician and be able to read, write and speak clearly in English so that written and verbal instructions can be communicated effectively
- Must have a minimum of one year of experience directly supervising a team
- A minimum of two years' experience in a veterinary clinic setting, rescue or shelter
- Previous experience demonstrating a capability to define objectives and carry out direction on schedule using independent judgment in a veterinary clinic setting.
- Excellent animal handling abilities
- Contribute toward the overall success of the organization with a can-do positive attitude.
- Conveys optimism and demonstrates resilience. Recovers quickly from set-backs and overcomes obstacles.
- Organized yet flexible. Willing to pivot or adjust plan in order to respond to changing priorities or the needs of the pets.
- Ability to multi-task and work on a variety of projects at the same time
- Proficiency in Microsoft Office (Word and Excel)

Background check required.

Send resumes to info@sanantoniopetsalive.org.