



Position Description

December 2021

Job Title: Assistant Clinic Manager

Reports To: Clinic Manager

FLSA Status: Exempt

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

Shift: Varies

Leadership Overview: The Assistant Clinic Manager works collaboratively with the San Antonio Pets Alive's Clinic Manager and Executive Director, in alignment with organizational goals, and provides leadership, direction, and inspiration to the medical team. The Assistant Clinic Manager is responsible for overseeing all aspects of the clinic on the Manager's days off and supports staff development, promotes cooperation, participation, innovation and decision-making. The Assistant 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 Assistant Clinic Manager reports to the Clinic Manager and ensures delivery of the highest quality care for all SAPA animals. The Assistant Manager must:

- Maintain up-to-date knowledge of all APA! medical protocols and procedures
- Maintain a safe, clean, and sanitary work environment
- Provide excellent customer service to all clients and stakeholders

Essential Job Functions:

- Oversee the administration of treatments and procedures in the clinic and for foster animals visiting the clinic.
- Ensure all treatments are properly administered and entered into the Shelter Luv database on a daily basis.
- Manage communications between foster parents and the Clinic ensuring timely responses to foster inquiries.
- Problem solve in a high stress environment while remaining calm and professional.

- Perform daily walk throughs of the clinic to ensure cleanliness and all clinic standards are being met.
- Perform daily check out procedures for all areas of the clinic to ensure all daily tasks are completed.
- Support the foundation of work that has already been established by working within set policies and procedures, and abiding by San Antonio Pets Alive!'s mission.
- In collaboration with the staff DVM and in accordance with SAPA protocols and mission, assist with the care and decision-making for patients.
- Ensures and encourages exceptional patient/client service, efficiency and time management in a high-volume setting.
- Assist with the training, and development of new staff and volunteers to ensure proper clinic practices are upheld.
- 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.
- Coordinate interdepartmentally to ensure animal movement within the organization with a focus on positive outcomes.
- 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 that all state laws are followed regarding the care of the animals and clinic management
- Perform all job duties in a positive, helpful manner and provide exceptional customer service.
- Completes all 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 is required

EDUCATION AND EXPERIENCE

- Must be a high school graduate and be able to read, write and speak clearly in English so that written and verbal instructions can be communicated effectively
- 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
- Ability to multi-task and work on a variety of projects at the same time
- Proficiency in Microsoft Office (Word and Excel)

- Strong leadership skills with the ability to multi-task
- A demonstrated interest and enthusiasm for animal welfare; be dedicated to SAPAs mission and lifesaving work.

All SAPA! employees are held accountable to the organizational core values.

- **Stewardship.** We are caretakers of the dogs and cats we save. Our stewardship also extends to the gifts we receive, our reputation and the goodwill of our community.
- **Integrity.** We believe integrity drives us to be honest and responsible in our actions and communications with our team and the general public.
- **Excellence.** We strive for excellence and efficiency in every program we implement, ensuring the best care for the dogs and cats we save and the families who love and adopt them.
- **Respect.** We treat all animals and people with dignity and kindness.
- **Lifesaving.** We believe that life is precious. We work tirelessly with compassion, care, and love to save the lives of dogs and cats and to do what's best for the animals, adopters and fosters.