



Longmont Humane Society

JOB DESCRIPTION

Job Title: Well Pet Clinic Practice Manager

Department: Well Pet Clinic

Reports to: Chief Executive Officer

FLSA Status: Exempt

Position Summary:

Oversees the daily operation of all veterinary services to ensure the smooth operation of the Well Pet Clinic (WPC). These operations include staff management, scheduling, inventory control, establishing policies and procedures, staff training, bookkeeping, maintaining medical records, adherence to approved budget, and overseeing client relations. The WPC Practice Manager is also expected to step in and work alongside reception staff and veterinary technicians as needed and work directly with members of the public on resolving concerns regarding clinic issues, medical issues, and complaints. This position is managerial and will need to provide leadership, direction, and discipline when necessary.

This is a leadership position and will embody Longmont Humane Society's (LHS) core values of respect, integrity, honesty, knowledge, and compassion in all they do while at LHS. This person will follow all existing standards that LHS has in place, such as the Communication Protocol, Standard Operating Procedures (SOPs), and other such policies. This person will hold their direct reports accountable to the same cultural and procedural standards.

Essential Duties and Responsibilities:

- Manage acquisition, scheduling, assignment, and overall success of clinic staff including technicians and receptionists.
- Performs or assists with euthanasia when needed.
- Ensure proper training, usage and maintenance of clinic software including PetPoint and eVetPractice.
- Maintains inventories and completes ordering of supplies and equipment and ensures that appropriate quantities of all supplies are on hand.
- Maintain schedule and flow of appointments together with Lead Technician and Lead Receptionist.
- Ensures the effectiveness of the department's programs and protocols, working jointly with the CEO and WPC Committee.
- Work with LHS' operations management team and the CEO to ensure all clinic procedures are accurately reflected in SOPs.



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- Work with the Volunteer department to assure proper training of all clinic volunteers.
- Help with the daily closing and balancing activities (i.e., end of day reports, daily back-up) and ensure deposits are delivered to the Finance department in a timely manner.
- Monitor and ensure compliance with all laws pertaining to controlled drugs and rabies management.
- Responsible for controlled substance licensing, storage, logging and use for the WPC.
- Be available to work weekend and evening hours as requested by the CEO.
- Work with the WPC Committee or CEO to resolve client concerns or complaints.
- Report to the CEO regarding financials, medical records, and other items as requested.

Job Qualifications

Education and Experience:

- High School Diploma or GED
- Certified Veterinary Technician preferred.
- 2-3 years' experience managing a Veterinary Practice/Medical Clinic
- Customer service experience

Knowledge, Skills, and Abilities

- Strong oral and written communication skills
- Interpersonal skills and leadership qualities
- Excellent word processing skills, and strong working knowledge of Microsoft Office
- Strong organizational skills
- Strong ability to coach, mentor, and train other employees
- Can work independently with little direction.
- Working knowledge of eVetPractice and/or PetPoint a plus

Working Conditions:

- Office and animal shelter environment
- Potential exposure to high noise levels and zoonotic diseases
- Lifting of up to 50 pounds
- Use of computer and telephone
- Use of cleaning chemicals and disinfectant