



Job Title: Medical Service Manager
Department: Medical Services
Reports To: Director of Operations
FLSA Status: Salaried

SUMMARY

The Medical Service Manger oversees all the functions, and staff for the spay/neuter clinic, affordable vaccine clinic, processing of all incoming animals, daily treatment of animals, and pharmacy. This position is responsible for achieving League goals and meeting financial responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Ensures proper procedures are in place for animal handling, disease control, and patient care.
- Ensures policies in medical services manuals/SOP are followed and updated as needed.
- Handles recruitment, employment, and release of all personnel, both paid staff and volunteers.
- Measures medical services performance with regards to finances and specific programs and services.
- Maintains daily, weekly, and monthly medical services reports.
- Oversees all record keeping for controlled drug log.
- Keeps and maintains records relating to medical services functions.
- Prepares purchase orders for medical services and submits them accordingly.
- Maintains and fosters new relationships with outside vendors.
- Oversee the set-up and tear-down of special events as needed
- In partnership with Facilities Manager oversee all compliance programs (e.g. hazardous materials and waste program, emergency management program, medical equipment management program, infection and control).
- Ensures the League has proper working equipment and supplies and that the League is in compliance of all regulations and code as it relates to medical services.
- Supervise medical technicians and scheduling staff
- Complete initial probation review and complete improvement plan with employees as needed

- Complete yearly Performance Reviews and provide at least quarterly feedback as it relates to their subordinates
- Make salary recommendations for subordinates based upon performance review
- Conduct positive and constructive meetings with subordinate employees
- Conduct coaching and mentoring sessions as needed
- Make self-available to address needs of staff

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must support the Animal Rescue League's mission, policies and practices
- Must be able to provide accurate information to the public at all times
- Must adhere to the company's dress code.
- Must have the ability to deal tactfully and effectively with the public
- Must have excellent oral and written communication skills
- Must have a general knowledge of all shelter programs and departments
- Must have a detailed knowledge of organizational systems including, but not limited to; security, computers, telephones
- Must be computer literate
- Must have excellent phone etiquette
- Detailed knowledge of applicable office skills
- Knowledge of animal care, keeping and behavior
- High level ability to multi-task, organize and perform detailed tasks efficiently and with accuracy
- Ability to present cohesive and detailed reports both oral and/or written to Management Team or Board of Directors
- Provide Director of Operations with monthly updates
- Willingness to work evening and weekend hours as needed

PREFERRED QUALIFICATIONS

- Working knowledge of Chameleon shelter database
- Experience managing staff
- Bilingual (Spanish preferred)

EDUCATION and/or EXPERIENCE

- Associates Degree, Technical Degree or combined education/experience with a least three years' experience in supervising staff

- Basic computer skills including but not limited to ability to access databases, check company e-mail and etc.

COMPUTER SKILLS

- Proficient computer skills including but not limited to ability to access databases, check company e-mail and etc.
- Microsoft Office

MATERIALS and EQUIPMENT USED

- Multiline phone system
- Fax machine
- Computer
- Copier

PHYSICAL DEMANDS

The physical demands described here are representative of those that must met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to sit. In addition the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks. The employee is required to stand and stand or move frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is frequently exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate to loud.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name _____

Date: _____

Employee Signature _____