**Veterinary Practice Manager**

SPCA Florida is actively seeking an experienced fulltime Veterinary Practice Manager, capable of directly managing up to four supervisors and seven DVMs while indirectly guiding up to forty medical team members in our state-of-the art medical hospital / center. This position is responsible for overseeing the management of the business activities of the Reva McClurg Animal Medical Hospital / Center. The Practice Manager has shared authority and decision-making responsibilities over all business aspects of the veterinary practice. In partnership with the Executive Director, the Practice Manager plays a vital role in the Hospital, managing day-to-day operations so the medical team can devote their time to delivering the highest quality veterinary care. This position ensures that the highest level of service and care are provided to clients and patients along with working to optimize the growth of the Hospital. The Practice Manager operates an effective and productive hospital team, ensures a safe and engaging hospital environment, and improves both the medical quality and business performance of the hospital.

Here at SPCA Florida, we know that caring for animals is more than just a job, it's our passion. We have a team of dedicated, innovative, and compassionate people who work diligently to care for every animal that comes to our hospital. We work together every day to make a difference in the lives of animals.

You will sharpen your skills-and even learn some new techniques-and explore career options that only SPCA Florida can offer, such as continuing education, transfer to different department and careers, and leadership opportunities. We offer competitive compensation and great benefits, including medical/dental, generous personal pet care discounts, retirement plans, accrue paid time off, six paid holidays (6), and more.

At SPCA Florida we have created what we believe is a good balance between professional expertise and a positive work environment

***Knowledge, Skills, Abilities and Experience Required***

* Bachelor’s degree in business or related discipline preferred or the equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities.
* In depth experience in a high volume, for-profit medical practice preferred.
* Three to five years’ related experience required (human health care, veterinary profession, service industry), including direct supervisory experience for large employee population.
* Familiarity with Avimark a plus.
* Candidates must have leadership skills, be eager to learn, show initiative, possess great customer service skills, have an understanding of vaccine and product protocols, and be able to work in a very fast paced environment with minor supervision.

***Duties and Responsibilities include but not limited to the following:***

1. Handles daily operations and client issues.
2. Responsible for seeing that success is achieved with each client interaction with the staff.
3. Partners with the Executive Director to establish budgets and projections for growth.
4. Assists the Medical Director in the development and implementation of goals, policies, and procedures for the Medical Hospital / Center; recommends changes in procedures as needed.
5. Oversees medication/drug use and ensures controlled drug logs are handled appropriately.
6. Follows (or creates, if not in place) protocols and practices and is responsible for ensuring that staff achieves practice priorities while building our culture.
7. Builds effective relationships through positive interaction and communication with staff, clients and volunteers.
8. Identifies potential issues and formulates solutions to remove barriers in the Medical Center that would impede the doctors from providing world class care.
9. Creates a collaborative environment and develops an efficient, productive team that provides the highest quality care and service to both clients and patients, all with the objective of attaining the best business results.
10. Oversees scheduling of personnel as appropriate, including coordinating time off.
11. The Practice Manager has authority over doctor scheduling and efficiency outside of medical protocols.
12. Oversees building and equipment maintenance and housekeeping standards.
13. Reviews and oversees the Hospital expenses which include supplies and equipment assuring that optimal prices are obtained.
14. Identifies and manages continuing education needs for support staff.
15. Assures euthanasia protocols are followed and staff appropriately trained.
16. Monitors and ensures efficient hospital flow daily.
17. Maintains proper documentation in the electronic medical record.
18. Mediates all personnel problems and maintains employee motivation
19. Partners with Director of HR to interview, select, train, develop, coach and mentor staff, as necessary, to assure maximum productivity and service.
20. Partners with Marketing Department to develop and implement a Medical Center marketing program.
21. Partners with Accounting Manager to prepare necessary accounting reports and transactions.
22. Partners with Executive Director to review fee schedules for services and products and recommends changes as needed.
23. Provides financial information to the Accounting Manager and Executive Director weekly.
24. Performs other duties as assigned.

SPCA Florida offers an invigorating work environment with lots of room for career growth. ***We believe in a work/life balance to have a happy home life***.

We are an Equal Opportunity Employer and Drug-Free Workplace, background checks are conducted.

Apply on our website: [www.spcaflorida.org](http://www.spcaflorida.org)