



## Job Description

<b>Job Title:</b>	Clinic Medical Services Manager
<b>Department:</b>	Operations
<b>Job Classification:</b>	Non-Exempt position
<b>Job Relationships:</b>	Reports to Director of Operations Supervises Surgical Technicians and Technician Assistants Provides support and training to assigned volunteers

The Clinic Medical Services Manager oversees the medical care and treatment of all animals in the clinic of Fort Collins Cat Rescue & Spay/Neuter Clinic. This includes ensuring a high standard of care of all animals in the clinic and maintaining an inventory of and ordering medical supplies and equipment for the clinic. This person will be comfortable and confident in leading a 25-35 animal spay/neuter day, supporting the veterinarian team and clinic staff. Additional work includes maintaining and enforcing federal, state and local regulations, resolving customer relation issues, and supervising employees, volunteers and interns in duties while also performing them. The Clinic Medical Services Manager will complete assignments, follow through on matters, and use independent judgment and training to take appropriate actions to deal with a variety of situations.

### **Essential Duties and Responsibilities:**

- Client & Medical Care
  - Communicates with clients in a professional and courteous manner at the clinic or mobile clinic of FCCRSNC. This communication includes in person, over the phone and online;
  - Quickly resolves all medical concerns and takes proper steps to prevent issues from reoccurring;
  - Works closely with Client Services Manager to ensure great customer service and open lines of communication from technician staff to client services staff;
  - Completes proper medical records that follow state regulations on all animals seen at FCCRSNC;
  - Ensures a proper level of clinic supplies, medical and otherwise, are clean, in stock and ready to use, coordinating with appropriate staff for restock of items through the wish list and direct purchase;
  - Orders all medical supplies in a timely manner and within a budget for the clinic;
  - Maintains all equipment in the clinic.
- Staff & Volunteer Care
  - Communicates clearly with staff & volunteers to meet the medical needs of animals at FCCRSNC;
  - Communicates the needs of and supports the veterinary team;

- Supervises, trains, supports and performance counsels Surgical Technicians and Technician Assistant;
- Trains, supports, and provides feedback to volunteers and interns in this department;
- Creates and enforces Standard Operating Procedures, training manuals and other company regulations with staff & volunteers;
- Ensures that clinic medical areas are staffed with appropriate volunteers and staff and communicates needs with the Volunteer Program Administrator and Director of Operations;
- Ensures that medical settings are clean, safe and comfortable for clients, patients, shelter animals, volunteers and staff at all times;
- Initiates, compiles and completes reviews on all clinic employees per human resource guidelines.
- Other
  - Attends and actively participates in meetings with the Operations Management team;
  - Performs liaison duties as needed;
  - Performs other duties as assigned;
  - Regular and timely presence onsite.

**Other Duties:**

- Has a basic understanding of all operations positions to support staff & volunteers;
- Able to enforce policies and regulations in any operations department;
- Uses problem-solving skills when a manager is needed in any operations department;
- Is an active part of increasing staff education for themselves and other employees.

**Job Qualifications:**

**Education/Experience:** Minimum of high school diploma or equivalent; Minimum of 2-years' working in animal welfare related field preferred. Experience as a veterinary technician required; CVT (Certified Veterinary Technician) preferred.

**Knowledge:** Knowledge of animal breed, behavior, handling and care; Veterinary technical procedures; Knowledge of clinic software a plus; Knowledge of Microsoft Office applications (Office and Excel)

**Skills:** The ability to manage other clinic staff members as well as provide direction to volunteers; Effective verbal communication skills for in person and telephone contact; Excellent customer service skills, particularly with a variety of client situations; Able to prioritize duties and perform multiple tasks; Able to work in a high-stress, fast-paced environment; Basic computer skills; Ability to learn, retain and communicate a wide variety of information; Detail orientation

**Abilities:** Able to work with a budget; Able to work with animals; Able to work with disinfectants and cleaning supplies; Able to perform physical work including scrubbing, mopping, lifting, walking, and bending; Able to handle animals safely and effectively; Able to perform basic technical duties such as administering vaccinations and treatments, performing TPRs

**Working Conditions:**

**Work Environment:** Work performed in animal shelter & veterinary clinic setting; Potential for exposure to zoonotic diseases and cleaning chemicals; Potential for exposure to dangerous and fractious animals; Potential exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals

**Physical Activities:** See Attached Physical, Sensory and Mental Requirements

**Unusual Demands:** Work is subject to frequent interruptions. Employee is subject to work weekends, evenings, holidays, and beyond the normal scheduled hours of work.

**Professional Development:** Attend training and/or read literature to ensure a current and relative working knowledge pertaining to the job.

**This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Physical, Sensory and Mental Requirements

## Part I. Physical

REQUIREMENTS	FREQUENT	OCCASIONAL	RARE	COMMENTS
Sit		X		
Stand	X			
Walk	X			
Bend	X			
Squat	X			
Kneel	X			
Crawl		X		
Climb		X		
Run			X	
Reach Above Head	X			
Can lift unassisted up to 10 lbs	X			
11-20 lbs	X			
21-50 lbs	X			
up to 175 lbs				Never Without Assistance
Can carry unassisted up to 10 lbs	X			
11-20 lbs	X			
21-50 lbs	X			
51-100 lbs				Never Without Assistance
100 lbs & over				Never Without Assistance
Grasping: Right hand	X			
Left hand	X			
Both hands	X			
Pushing/Pulling	X			
Around moving machinery				N/A
Operate foot/knee pedal: Left foot				N/A
Right foot		X		Dentals/ SX Tables
Both feet				N/A
Left knee				N/A
Right knee				N/A
Both knees				N/A

### Part I. Physical (Continued)

REQUIREMENTS	FREQUENT	OCCASIONAL	RARE	COMMENTS
Fine manipulating: Right hand	X			
Left hand	X			
Both hands	X			
Write legibly		X		
Drive a vehicle	X			
Exposure to: Heights			X	
Exposure to hazards: Biologic	X			
Chemical	X			
Noise	X			
Electrical		X		
Physical assault				N/A
Microwave		X		
Sharp instruments	X			
Marked changes in temperature	X			
Marked changes in humidity				N/A
Other (specify)				

### Part II. Sensory

REQUIREMENTS	COMMENTS/RELATED JOB DUTY
Can distinguish smells	IMPORTANT
Can distinguish tastes	N/A
Can hear: Normal tones	NECESSARY TO PERFORM JOB
Soft tones	NECESSARY TO PERFORM JOB
Can distinguish temperatures by touch/proximity	NECESSARY TO PERFORM JOB
Eyesight: Normal/corrected to 20/40	NECESSARY TO PERFORM JOB
Close eye work	NECESSARY TO PERFORM JOB
Color Recognition	NECESSARY TO PERFORM JOB

### Part III. Mental

REQUIREMENTS	COMMENTS/RELATED JOB DUTY
Can read, speak and write English	NECESSARY TO PERFORM JOB
Can control emotions (remain calm under physical or verbal abuse)	NECESSARY TO PERFORM JOB
Has positive attitude toward the handicapped and elderly	NECESSARY TO PERFORM JOB
Able to work with controlled substances	NECESSARY TO PERFORM JOB
Can handle stress	NECESSARY TO PERFORM JOB