



Job Title:	Clinic Practice Manager
Department:	Community Clinic
Job Classification:	Full Time; Salaried, Exempt Position
Job Relationships:	Reports to executive leadership, working closely with the public and Community Clinic veterinary care team
General Purpose:	Responsible for the positive experience of the public patronizing the ARLGP clinic from their interpersonal interactions with staff, to the speed and efficiency of processes
Schedule:	This position is a member of the ARLGP management team and schedule is determined as the organization's needs dictate. Weekends and evenings are required. Availability in the mornings to manage staff callouts is required.

The Animal Refuge League of Greater Portland (ARLGP) is seeking an experienced Clinic Practice Manager to support our brand-new community veterinary clinic on the ARLGP campus

PRIMARY PURPOSE: The ARLGP Community Clinic at Baxter has one mission; To keep pets and people together by providing access to affordable veterinary care to those who need it most. We provide high-quality, personalized wellness care, minor illness and injury care, and end-of-life care. We believe providing these services at affordable, low-cost prices will further our mission of keeping pets and people together. Removing the financial barriers that pet owners are experiencing makes for a happy workplace. Our priority is to provide exceptional veterinary care and customer service in a low-stress environment

You will model exemplary customer service in a fast-paced, sometimes emotionally charged environment with competing priorities. Fosters a spirit of goodwill and trust between the members of the public and the ARLGP, ensuring that staff deliver exemplary customer service while advocating for pets in our community.

PRIMARY RESPONSIBILITIES

CUSTOMER CARE:

- Assess and consider daily: the interactions of staff with members of the public both in-person and on the phone
 - How can we continually improve?
 - Have we done all we can to ensure a positive experience that meets the public's needs?
- Engage customers in non-judgmental conversation regarding treatment and care options
- Treat information given by and about customers with confidentiality, tact and discretion
- Interact with the public in a compassionate, polite, professional, non-judgmental manner at all times

- Maintain internal controls and safeguards for receipt of revenue, costs, program budgets, and actual expenditures. Review monthly financials overseeing inventory ordering and management
- Act as point person for practice management software and related software programs to ensure clinic has positive operational flow
- Monitor and maintain OSHA and Safety program
- Monitor and maintain efficient staffing levels, interview candidates, and participate in proper onboarding
- Responsible for human resources, and performance management needs
- Responsible for creating a clinic environment that bolsters the morale and retention of doctors
- Grow a positive work culture to include excellent employee relations and communication
- Oversee that compassionate patient care is the top priority
- Collaborate with staff to ensure efficient exam and surgery flow, and hospital operations
- Assist in all areas as needed to ensure a positive customer experience and patient safety
- Receive and relay client correspondence and updates client financial records
- Other duties as needed

SUPERVISORY RESPONSIBILITIES:

- Set the example of a high functioning, positive work style while coaching and mentoring the clinic team members through their individual career growth and development
- Supervise the clinic team and ensure that they are supported in their daily responsibilities, including opening, during shift and closing checklist items
- Maintain internal controls and safeguards for receipt of revenue, costs, program budgets, and actual expenditures.
- Review monthly financials overseeing inventory ordering and asset management
- In conjunction with the leadership, revise and create SOPs as needed to ensure up to date training and reference resources for clinic processes
- Initiate daily task assignments, follow through on any pending matters, use independent judgment and training to take appropriate action to deal with standard recurring situations
- Interview and hire new team members with an eye to skill sets, positive and progressive mindset regarding animal welfare and potential for growth within the ARLGP
- Coordinate work schedule of clinic staff on a weekly basis and provide weekly schedule to leadership.
- Perform performance reviews, performance improvement plans and disciplinary actions, as needed, per the ARLGP documentation guidelines
- Ensure that clinic staff remain focused on the mission of the organization and conduct themselves in a highly compassionate and professional manner
- Coordinate and conduct regular occurring meetings with the clinic team to discuss and/or set operations protocols and procedures
- Oversee the training and skill checks to ensure protocols are being followed, goals are met and that they feel valued and appreciated

ADDITIONAL RESPONSIBILITIES:

- Able to learn and able to teach to staff the Digital patient management system and other computer related programs and software used at the ARLGP
- Assist leadership with projects including but not limited to daily/weekly/monthly reports
- Recognize, assess and provide solutions for issues and improvements in day to day operations
- Observe the facility at all opportunities and report any repair or maintenance needs of the building, grounds and equipment and keep track of deep cleaning projects and assign as needed
- Other duties and responsibilities as assigned as the business needs dictate

SKILLS & ABILITIES NECESSARY:

- Candidates with veterinary or human hospital management experience preferred. Will also consider candidates with supervisory experience working as a Veterinary Technician or Customer Service as well as candidates from other industries
- Candidates should have excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is required
- Ability to de-escalate emotionally charged situations, meet people where they are with compassion, kindness and a solution-based attitude
- Excellent organizational skills
- Animal handling skills preferred
- Computer skills required including Word, Excel, email and all other forms of electronic communication

MINIMUM QUALIFICATIONS REQUIRED:

- Bachelor's degree or equivalent combination of education and experience
- Process and project management experience
- 3+ years supervising staff, preferably in an animal sheltering or veterinary clinic environment
- Proactive, positive, 'recycle, reuse and repurpose' attitude
- Valid Maine driver's license with good driving record

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

- Duties of the job are performed in an animal clinic setting
- The employee is frequently exposed to odors or airborne particles including animal fur, disinfecting chemicals which can be toxic and zoonotic diseases
- Consistently exposed to animals and animal allergens under conditions without alterations available
- The noise level in the work environment can be very loud, must be able to lift at least 50 lbs. with reasonable accommodations
- Able to climb stairs unassisted, able to scoop, bend, twist, lift, squat, kneel, grip and reach and able to stand for several hours up to an 8-hour shift
- Able to sit at a computer work station and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Move about the building and campus consistently to coordinate work

TO APPLY:

Please submit a cover letter outlining your qualifications, reasons for pursuing a career in animal welfare and salary requirements, along with your resume to jobs@arlgp.org with the subject "Clinic Practice Manager."

The ARLGP will review applications and resumes solely for posted positions and, due to the significant interest in our job openings; follow-up communication is limited to candidates who meet the posted qualifications. If you have not been contacted within a month of application, you may assume that you have not been selected as a candidate. Due to the volume of interest in our positions, no calls please.