Office Manager Job Description

**Job Title**: Office Manager

**Reports to**: Board of S/Nipped

**JOB SUMMARY**:

Responsible for overall operations of the clinic office. Maintains complete and accurate records of clinic patients, maintains schedule, liaises with volume clients, and supervises clinic staff and volunteers. Reports regularly to Board about changes, monthly highlights, monthly surgery schedule, any clinic related issues, repairs needed, and additional information as necessary. Candidate should be a highly motivated, enthusiastic self-starter with a professional attitude.

**WORKING RELATIONSHIPS**:

Works closely with Board of S/Nipped and other Clinic staff.

**ESSENTIAL JOB FUNCTIONS**

1. Manage day-to-day operations of the clinic.
2. Ensures the goal of low-cost, high quality spays/neuters is being achieved by veterinary staff.
3. Ensures complete and accurate records exist for all patients, including rabies certificates, go-home paperwork, and medical records.
4. Maintains accounts payable/receivable for all public and volume clients
5. Answers phones, returns emails, forwards messages to appropriate staff/Board members in a timely manner.
6. Educates the public about responsible pet ownership, including the importance of Spay/Neuter.
7. Stays current on best low-cost clinic practices.
8. Ensures safety and sanitation of the facility. Also, maintains office and some medical supply inventory.
9. Creates monthly schedule.
10. Communicates with volume clients about schedule, patient counts, invoicing, and monthly breakdown reports.
11. Trains and supervise clinic volunteers and/or clinic medical staff (when working in the office area) and ensures staff members are performing their duties accurately.
12. Performs duties of vet assistant and other functions as needed to ensure clinic operations are covered.

**EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES**

1. **CLIENT EDUCATION**
2. Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks.
3. Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by veterinarian.
4. Will be asked to communicate with the public on a daily basis in a professional manner.
5. **PHYSICAL REQUIREMENTS**
6. Must be able to work standing or sitting for 8 or more hours.
7. Must be able to lift and carry up to 50lbs. repeatedly throughout day with help.
8. Must be able to bend and kneel repeatedly.
9. **TECHNICAL REQUIREMENTS**
10. Technical proficiency with Mac and PC platforms, as well as Microsoft Office.
11. Must be able to answer and respond to 2 phone lines.

**PREFFERED.**

Two or more years’ experience in a veterinary clinic, veterinary hospital, and/or animal shelter or control facility.

WORK ENVIRONMENT:

S/Nipped is a high volume spay/neuter clinic. It can be high stress and very busy at times. This position is scheduled for 4 days/weekly usually Monday-Thursday and the one Sunday each month(usually the second Sunday of the month); however, the schedule can change and does sometimes require weekend or additional hours in the evening.