



— JOB DESCRIPTION —

OFFICE MANAGER

Classification: This is an exempt/nonexempt position under the Fair Labor Standards Act (FLSA)

Reporting Structure: Works under the direction of the practice owners and Hospital Administrator who determine the scope and type of support services to be furnished and the procedures for accomplishing them. Incumbent recognizes non-routine or unusual situations and refers them to the veterinary practice manager with recommended solutions. Work is reviewed in terms of adequacy of services provided. Guidelines consist of operation instructions and procedures for accomplishing the work specified by the practitioners/veterinary practice manager.

Revision Date: 10/4/2018

Office Manager Objectives: The purpose of the [Office Manager](#) is to supervise, direct, plan and coordinate a variety of service functions that are principally work-supporting to the [\[Practice Name\]](#) team. These service functions include, but are not limited to, reception (visitor and telephone), maintenance of veterinary medical records, accounts maintenance, cash processing, procurement of administrative supplies and equipment, mail service, typing and word processing, data transcribing and retailing of sundry veterinary items.

Position type and expected hours of work:

- Full or Part-Time
- 8-hour Shifts Monday – Friday
- Weekend shifts required
- Overtime may be required

Education and Experience:

- High school diploma or equivalent
- Previous veterinary experience preferred

ESSENTIAL FUNCTIONS:

Clerical

- Process or direct processing of incoming and outgoing communications involving sorting of mail by general subject matter throughout the hospital.
- Oversee/perform over-the-counter selling of specialty merchandise comprised of animal grooming aids and sundry veterinary items. Exercise a technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products, client invoices, make change and wrap/bag merchandise.
- Oversees the inventory and purchase of office supplies and forms storeroom, reorders supplies/informs the veterinary practice manager of the need for supplies to maintain pre-determined stock levels.
- Provide or direct the provision of typing, work processing and data transcribing on assigned computer/word processing unit. Direct retrieval and entry of data; oversee production and quality of automated data products.

- Review charts of patients being discharged from the hospital for completeness of information and make new appointments as required. Based on review of patient information, refer animal records to the practitioner for his determination as to whether patient is retained in various veterinary medical programs.
- Perform/oversee the performance of posting daily business, posting hospital invoices, mailing statements, taking care of collection accounts, preparing and maintaining payroll and payroll tax records, maintaining accounts receivable file, posting accounts payable invoices, paying accounts payable, filing posted invoices and performing related tasks. Above cited duties and responsibilities are largely accomplished through data entry and retrieval through the computer/word processing center. Utilize/modify programs to meet hospital needs.
- Oversee the preparation, maintenance and disposition of required veterinary records and other correspondence.
- Establish inventory control system and manage supply activities.
- Market the practice as necessary to initiate new programs and educate clients of services available.

Personnel

- Direct receptionists in their performance of a variety of clerical and public contact duties that facilitate the work of the practitioners, animal health technicians, animal handlers/groomers and the veterinary practice manager who directly or indirectly provide patient care. Oversee the screening and assembly of veterinary records and files for active use, storage or disposal in accordance with established records control schedules.
- Make informal recommendations to the veterinary practice manager or owner concerning such personnel matters as staffing needs, advancement, re-assignments, hours of work or other status changes affecting the receptionists. Direct on-the-job training to develop employee skills, advise employees of performance requirements and their progress in meeting those requirements, discuss corrective measures to improve performance and prepare appraisals. Resolve informal employee complaints, provide a general explanation of the nature and basis for hospital personnel policies and procedures; maintain effective employee-management communication.
- Schedule receptionist department and any other departments as instructed.
- Conduct monthly team meetings in conjunction with management/ownership.
- Assist in developing and maintaining salary schedules and job evaluations for all employees.
- Show unbiased judgment when managing people and make fair and just recommendations in regard to personnel issues and/or disciplinary action.
- Ability to plan and organize all veterinary administration and personnel activities.

Customer Service

- Receive/oversee the receipt of telephone calls and visitors. Answer questions regarding admission policy, boarding, cancellation or re-scheduling of appointments, clinic hours and services. Apply established guidelines concerning the release of information on patients' conditions. Interview owners of animal patients new to the [Practice Name] to

obtain identifying information such as name, address, nature of illness/injury/boarding requirements/grooming needs, etc. Initiate patient appointments for tests/x-rays. Explain necessary test preparation for animal(s) and record information such as date, type of exam and procedures required on appropriate patient records. Schedule and coordinate return appointments

COMPETENCY:

Basic Skills

- Knowledge of hospital procedures for assembling patient records in their required order and sequence and for recording a variety of veterinary practitioners' orders for patient activities, diet, test and treatments in order to maintain an accurate and permanent report of patient information.
- Strong client service skills.
- Possession of strong organizational skills.
- Ability to effectively use all available resources to provide the best patient care as well as ensure the profitability of the practice.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric or subject matter headings.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Regular attendance and timeliness are essential to fulfill the requirements of this position.
- Knowledge of hospital procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated
- Performs other duties as assigned.
- Ability to multi-task

Communication Skills

- Requires skill in obtaining information from owners to complete records, in giving instructions for scheduling appointments and therapeutic activities and in relaying the practitioners' orders concerning animal care and treatment.
- Ability to communicate well, provide strong leadership and motivation to direct, guide and assist a group of individuals including effectively solving problems, setting performance standards and monitoring performance.
- Strong communication and client service skills. Considerable tact and diplomacy is required. Ability to greet clients in a professional, friendly, hospitable manner.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- Requires active listening skills, giving full attention to what other people are saying, taking time to understand the points be made, asking questions as appropriate and not interrupting at inappropriate times.
- Requires telephone conversations
- Requires use of electronic mail
- Requires writing letters and memos
- Requires face-to-face discussions with individuals or team members

Social Skills

- Strong leadership, communication and motivations skills. Has the ability to direct, guide and assist a group of individuals.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Monitoring/Assessing performance of yourself, other individuals or the practice to make improvements or take corrective action.
- Ability to adjust actions in relation to other's actions
- Teaching others how to perform a task
- Actively looking for ways to help others
- Being aware of others' reactions and understanding why they react as they do.
- Requires dealing with unpleasant, angry or discourteous people

Technical Skills

- Knowledge of computers and relevant software applications including MS Office (Word, Excel, Access) and accounting software.
- Perform routine maintenance on equipment and determine when and what kind of maintenance is needed.

PHYSICAL DEMANDS

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

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle, or feel				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell				X

The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amounts

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 100 pounds		X (with assistance)		
More than 100 pounds		X (with assistance)		

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

Follow federal and state animal health laws and regulations including OSHA and DEA.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

[Practice Name] is an equal opportunity employer. It is the policy of the practice to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, or veteran status. The practice will conform to the spirit as well as the letter of all applicable laws and regulations. The practice will take action to employ, advance in employment and treat qualified veterans and disabled veterans without discrimination in all employment practices.

I have read and understand the [Office Manager](#) Job Description.

Employee Signature: _____ Date: _____