

Hospital Manager Ad

Position: Veterinary Office Manager

Location: Calgary, Alberta

Job Type: Full-time Employment

Salary: \$45,000 - \$80,000

Position Overview: Healthy Paws Forward Veterinary Hospital is seeking an enthusiastic full-time Veterinary Hospital Manager to join our amazing team in NW Calgary. Responsibilities include managing, planning and coordinating the hospital's overall operations and cultivating a supportive and collaborative team environment. The Practice Manager is a leader and an integral member of the veterinary hospital management team. The Practice Manager partners with the executive team to provide a smooth and profitable operation by driving revenue and managing costs while creating a hospital culture based on high quality patient care and exceptional customer service.

ABOUT HEALTHY PAWS FORWARD VETERINARY HOSPITAL:

Healthy Paws Forward Veterinary Hospital believes in offering up-to-date diagnostic options, reliable treatments and pet enrichment recommendations while creating a genuinely caring environment with an individual client and patient focus. Our goal is to earn and keep our clients' trust using a collaborative approach for each pet's care. As a team, we provide solutions to help ensure our patients live a happy and healthy life.

We believe prevention is the best medicine and offer everyday vet care for dogs, cats, ferrets, and exotic pets. We also understand that accidents happen and offer emergency vet care for all pets with a focus on ferret medicine and surgery.

Veterinary Practice Manager Job Duties:

Leadership and Planning

- Act as a champion for positive change by identifying, documenting, sharing and promoting best practices
- Work with the Executive Team to establish goals for the practice and team to plan and maintain budget and to foster an inclusive, team-centric culture
- Monitor hospital flow to maximize productivity and efficiency
- Provide leadership to fellow team members and volunteers and be an exemplary representative of Healthy Paws Forward Veterinary Hospital to the community
- Express genuine compassion for animals and their owners and for working in the veterinary industry
- Maintain positive, cooperative relationships with all levels of the team
- Ensure that all voluntary and mandatory controls, standards, requirements, rules & regulations are followed & team training is conducted as needed (Employment Standards, AAHA, WHMIS, OHS, radiology safety)
- Act as a positive role model using a collaborative approach and assuming positive intent to set others up for success and foster open, proactive, and cooperative relationships
- Assist with veterinary reception and assistant duties, if required

Operations

- In partnership with the Medical Director, develop and implement hospital policies, including ABVMA compliance
- Perform quality audits and reviews of client files
- Monitor computer systems and work with IT to resolve technical systems/equipment issues

- Consistently use the resources available (PIMS, ALLYDVM etc.) to analyze and make effective, actionable decisions that impact operations, including, but not limited to, asset purchases, new hires, rate changes, and conflict resolution

Team Management

- Partner with the Executive Team to address staffing needs, including recruiting, hiring, training, and developing team members
- Provide coaching, development, training, mentorship, guidance and educational opportunities to ensure individual and team success with daily duties and long-term goals
- Continually support team member performance and perform annual performance reviews
- Generate monthly team member shift schedules to ensure adequate coverage for hospital needs
- Meet expectations and timelines determined by the Executive Team concerning hospital initiatives.
- Facilitate team meetings outlining monthly successes and areas requiring improvement

Client Service

- Demonstrate and reinforce the highest level of client service
- Resolve client issues and escalations and oversee client follow-up communications
- Drive client visits through strategic client communication and local marketing efforts
- Create, develop and train customer service models, ensuring "gold standard" service is delivered every time
- Proactively handle client concerns and complaints in consultation with the Medical Director

Financial & Reporting

- Oversee accounts receivable and cash on hand, including performing invoice audit reviews
- Monitor inventory control, generate reports and implement changes as necessary
- Have a basic understanding of bookkeeping, A/R, A/P and ensure minimal outstanding collections
- Assist in recognizing and reducing costs, waste and any unnecessary overages
- Monitor and discuss the Key Performance Indicators for hospital and team member performance with the Executive Team and implement an action plan where necessary
- Prepare and present quarterly reviews to the Executive Team from data management and reporting platforms

Qualifications:

- Bachelor's degree in business, a related degree or CVPM Certification
- 3-5 years of experience in a leadership/manager role, with customer service and veterinary industry experience preferred
- NLP Leadership Certification is an asset
- Manage time and tasks appropriately and remain flexible with assigned duties
- Reporting and data analysis
- Creative, effective and confident decision-making, problem-solving and conflict-resolution skills
- Excellent oral and written communication skills
- Basic computer skills (i.e. Microsoft Office suite); previous practice management software knowledge preferred but not essential
- Outstanding interpersonal skills with team and clients and ability to work well in a team environment
- Team management, including coaching, developing and motivating team members
- Delegate responsibility and achieve results with hospital team members

What We Offer

- Competitive salary

- A comprehensive health benefits package (100% of medical & dental premiums paid)
- Bonus potential
- Continuing education (CE) allowance & paid time off to attend CE
- Paid vacation time
- Paid personal/sick days
- Uniform allowance
- Friendly and supportive work environment
- Mentorship
- Flexible schedule
- Commitment to the community and to helping pets in need
- Competitive medical and pet supply discounts