



Financial Coordinator Supervisor

Job Description

The Financial Coordinator Supervisor trains, supervises, and assists the financial coordinator team to plan, coordinate, and perform a variety of duties concerned with emergency animal care and charge capturing. The Financial Coordinator Supervisor must be able to accept responsibility, listen to team members and clients objectively, communicate well and be organized. The Financial Coordinator Supervisor will help set the tone for a positive image of Emergency Pet Clinic of Temecula with clients, referring veterinarians, co-workers, vendors, and the general public. In partnership with the Hospital Manager and other supervisors, the Financial Coordinator Supervisor will be responsible for carrying out all hospital initiatives.

Essential Duties and Responsibilities

- Must be proficient in all charge capturing and financial management duties. The Financial Coordinator Supervisor sets the stage for how to carry out all quoting, charge capturing, and client service duties in a professional manner.
- Staffing and human resources
- Discretionary activities that serve to support effective business operations
- Ensuring effective organization leadership and development of financial coordinator team
- Oversee and organize the daily and monthly schedule for the financial coordinator team members
- Monitor team periodically throughout the day, encourage efficiency and productivity, discourage behaviors that may be detrimental to the positive atmosphere of the work environment
- Create and implement estimate and charge capturing protocols with assistance from the Hospital Manager
- Ensure compliance to training and responsibilities of financial coordinator team
- Ensure adherence to policies and procedures in accordance with the company handbook
- Ensure all financial coordinator team follows proper safety procedures
- Direct on-the-job training of all financial coordinator team members. Provide access to other educational resources, other on-site or external continuing education opportunities
- Plan, schedule, and conduct regular one-on-ones and financial coordinator team meetings
- Attend department, management, and hospital-wide meetings
- Be liaison between financial coordinator team and upper management
- Participate in the recruitment of financial coordinators; review applications, oversee any pre-employment assessments, conduct interviews, and make recommendations for hiring
- Handle performance evaluations for all financial coordinator team members in conjunction with Hospital Manager to include introductory, annual and performance counseling as needs arise individually
- Resolve informal employee complaints; provide a general explanation of the nature and basis for hospital personnel policies and procedures. Maintain effective employee-

management communication. Keep upper management apprised of growing concerns or problems

- Function as a contact person for clients concerning treatment plan, billing, or client service complaints or problems that the client may be experiencing with the hospital or a team member. Make decisions regarding client complaints independently; however, know when to forward on to Hospital Manager or Medical Director
- Knows when to reach out to upper management for novel or more complex matters relating to clients or team members
- Lead by example with work habits that include regular attendance, teamwork, initiative, dependability, and promptness
- Communicates well and effectively with all team members

Skills and Basic Qualifications

- High school diploma or GED. Prefer AS or BS in Hospitality, Public or Business Administration, or a related field, or equivalent combination of education and experience
- Previous leadership/supervisory experience, or worked in a role with increasing levels of responsibility and proven ability to lead others
- Knowledge of charge capturing procedures and ability to work with DVM and technical team to develop treatment plan and discharge instruction templates
- At least four (4) years' customer service job-related experience in either a general or emergency/specialty veterinary practice
- Ability to direct, coach, support, encourage and lead others in a positive and collaborative manner, but can also have the difficult conversations with team members
- Excellent organization skills
- Critical thinking and problem-solving skills
- Strong oral and written communication skills and interpersonal skills
- Is flexible and adaptable; able to keep composure and focus with changing priorities
- Ability to do basic math without the aid of a calculator
- Highly confidential, trustworthy, and able to follow up and follow through with commitments
- Experience in, or an aptitude for providing excellent client service
- Has a positive, energetic, and upbeat personality
- Self-directed, motivated, and organized
- Accountable, punctual, and dependable
- Takes initiative and able to manage time well
- Provide and receive constructive feedback from others
- Attention to detail and thorough with all work assignments
- Can work a flexible schedule, including days, nights, weekends, and holidays to ensure adequate coverage
- At least 25 percent of the supervisor's annual continuing education must come in the area of managing people, handling client concerns, and workflows.

Physical Requirements

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.

- Ability to sit or stand for long periods of time and to move constantly throughout the workday.
- Ability to bend, kneel, crouch, and climb.
- Ability to use arms, hands, and fingers.
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 40lbs.
- Strong sensory skills such as visual acuity and good hearing.
- Ability to work in a quiet to moderately noisy environment.

Occupational Hazards

- May be exposed to hazards such as:
 - Medical, chemical, biological, and normal pet waste
 - Loud noises
 - Bites and scratches

Reports to the Hospital Manager

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

Updated August 2022