



Hospital Manager

Objective

The Hospital Manager requires a servant leader who possesses interpersonal and organizational skills to continue achieving the goal of delivering high-quality patient care and customer service to both our clients and referring veterinarians. The successful Hospital Manager will have strong financial and operational acumen as well as experience in human resource and personnel management, marketing, and business development.

Duties and Responsibilities

The Hospital Manager, under guidance of the owner and in partnership with the Medical Director, performs a wide range of administrative activities related to the practice. Duties include mentorship, overseeing operations, facility maintenance, ensuring growth and profitability, and supporting the hospital's mission of delivering a positive employee experience, high quality patient care, and outstanding client service. Job responsibilities include, and are not limited to:

- Facilitate in the development of goals and policies to ensure efficient and profitable hospital operations
- Oversee the hiring, reviewing, disciplining and termination of team members, in accordance with hospital policy and in cooperation with human resources
- Demonstrate a willingness to assist all employees in making the practice a success; invest in the necessary amount of time to accomplish the required responsibilities and ensure the smooth operation of the hospital
- Mentoring and training the team
- Overseeing the business operations and maintenance of the facility
- Direct and develop the veterinary, technical, and administrative team toward the goal of high-quality patient care and customer service
- Assist the Medical Director in the administration and case review of client medical complaints
- Serve as an ambassador for Emergency Pet Clinic of Temecula in the professional community and to the general public

Skills and Basic Qualifications

- 2 to 3 years of customer service and financial budget management experience
- Knowledge of sales and marketing techniques
- Excellent verbal and written communication skills, especially to a diverse range of audiences and settings
- The ability to make decisions, delegate responsibility, and achieve results with hospital team members
- Professional comportment and appearance, with excellent interpersonal skills and a friendly, positive attitude
- Respect for and willingness to work with clients and their pets
- Must be able to handle multiple tasks and deal with an environment of changing priorities
- RVT and/or CVPM certification preferred

Physical Requirements

- Ability to sit or stand for long periods of time and move constantly throughout the workday
- Ability to bend, kneel, crouch, and climb
- Ability to use arms, hands, fingers
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 40 pounds
- 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 Owner

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.

Job Description Updated Jan 2023