

The Feline Fix
Clinic Manager – Job Description

Job Title: Clinic Manager

Reports to: Executive Director

Supervises: spay/neuter veterinarian, clinic coordinator, certified veterinary technicians, and veterinary assistant (also responsible for scheduling/supervising relief/contract veterinarians and CVTs as needed)

Job Type: non-exempt, full-time (4 days/32 hours per week), hourly

Location: The Feline Fix facility

Schedule: Wednesday through Saturday, 8:00 am – 4:00 pm (hours may vary depending on daily clinic schedule and needs)

Salary Range: \$19.50 - \$21.00 per hour, DOE

Benefits: health insurance (Anthem Blue Cross Blue Shield) with vision included, dental insurance (Delta Dental), life/AD&D insurance, paid time off (vacation/sick days on an accrual basis plus an additional 10 paid holidays), discounts on veterinary care, and schedule flexibility to accommodate continuing education opportunities.

General Position Description:

The Feline Fix promotes the health and welfare of underserved cats by providing affordable veterinary care and spay/neuter services and supporting community cat caregivers including those conducting trap-neuter-return. The Feline Fix is committed to education and outreach that advances the quality of life for feral cats and pursues collaborative efforts to address issues related to the vulnerable cat population. The Feline Fix also operates a foster and adoption program focused on rescuing, socializing, and finding adoptive homes for young feral kittens.

The Clinic Manager is responsible for managing operations of a high-volume, high-quality, low-cost spay/neuter and wellness clinic for cats. This is a new, leadership-focused position at The Feline Fix which is subject to evolve and grow over time. The Clinic Manager will oversee all functions related to operating a safe and efficient veterinary clinic, supervision of staff, monitoring clinic outcomes, tracking and maintaining medical records and supplies, and coordinating building maintenance. This position will serve as the primary contact for the clinic and will ensure operations at The Feline Fix are held to the highest standard.

Adheres to The Feline Fix's mission: *"To champion the welfare of all cats, especially the most vulnerable."*

Principal Duties and Responsibilities:

Clinic Management:

- Provide quality service to clients, volunteers, and staff recognizing their individual contributions to the success of the organization. Treat all clients, volunteers, and staff in a professional and courteous manner.
- Always promote the humane care and treatment of cats. Adheres to the AAFP "Fear Free" feline handling guidelines.
- Provide support to all clinic staff and is responsible for assisting with patient handling/care, surgical and wellness procedures, client check-in/out, answering phones, scheduling clinic appointments, and other clinic duties as needed during high-volume times.
- Temporarily substitute for clinic staff (except DVM), during planned and unexpected absences as needed. This includes maintaining a working knowledge of all clinic roles and the ability to seamlessly assume those roles as needed.
- Maintain awareness of the HQHVSNI industry and identifies opportunities to improve standards and practices.
- Provide oversight of patient medical records, ensuring client/patient records are entered consistently and correctly into Clinic HQ software. Maintain accurate records of clinic operations and collaborates with administrative personnel on providing clinic statistics for reporting outcomes.
- Work with the clinic staff to develop and maintain standard operating procedures (SOPs) and MSDS information.
- Collaborate with Program Manager in providing support for the foster kitten program, including revising medical SOP's, scheduling specialist appointments, consulting on complex medical cases, and managing the

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on-call protocols. Will also collaborate with the Program Manager to efficiently schedule and onboard clinic volunteers.

- Develop and train clinic personnel on new safety procedures adhering to applicable state and federal laws governing the practice of veterinary medicine and OSHA compliance policies and procedures.
- Arrange for cleaning, security and health and safety and maintenance of the clinic.

Leadership:

- Responsible for interviewing, hiring, terminating, scheduling, and the ongoing training of clinic employees, relief staff and volunteers in accordance with The Feline Fix's policies and applicable laws.
- Conduct regular performance evaluations and salary reviews for all direct reports. Maintains accurate documentation for employee personnel files.
- Plan, assign, and direct work as appropriate. Responsible for ongoing performance appraisal, goal setting, and creating improvement plans as needed. Address issues and challenges and facilitate effective communication.
- In collaboration with the Executive Director, update written job descriptions, salaries, and benefits, as necessary.
- Coordinate approved continuing education programs for clinic staff.

Client Relations:

- Ensure clear and consistent client communication, education, interaction, grief protocol, patient comfort, etc.
- Promote a client-centered environment and facilitate programs and processes that meet client needs.
- Facilitate resolution of client problems that doctors, or other staff members cannot finalize.
- Maintain strict confidentiality with client, patient, and donor information.

Job Specifications:

Qualifications:

- Minimum three years' experience working in a veterinary practice. Experience working in a shelter and/or spay/neuter clinic strongly preferred. Certified Veterinary Technician preferred, but not required.
- Minimum three years' supervisory/management experience either within the veterinary industry or other field.
- High-school diploma required. Bachelor's degree preferred, but not required.
- Bilingual (Spanish) a plus.

Required Knowledge, Skills and Abilities:

- Familiarity with high quality, high volume spay/neuter practices. Experience working with feral cats helpful.
- Knowledge of generally accepted veterinary hospital policies and procedures, including basic knowledge of veterinary technology, administering and formulating medications, administration of viral tests, evaluating, and treating medical problems, identifying different breeds of cat, aging, etc.
- Exceptional customer service skills with internal (staff) and external (collaborators, clients, donors, volunteers, etc.) constituents.
- Excellent teamwork skills, dependability, dedication, and willingness to work in a fast-paced environment while maintaining a high level of care and compassion.
- Strong communication, leadership, and motivational skills. Ability to direct, guide and assist a group of individuals with effectively solving problems dealing with staff conflict, personnel issues, and performance.
- Self-motivation to follow through on all responsibilities in a timely manner. Takes initiative to find creative solutions to challenges as they arise.
- Ability to utilize Microsoft Word, Excel, and Outlook (email) and basic math skills.
- Strong attention to detail and the ability to work independently.
- Must recognize and be supportive of euthanasia of cats, kittens, and fetuses.

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Working Conditions:

- This position requires being able to stand for prolonged periods of time (up to 8 hours).
- Regular exposure to isoflurane as well as potentially infectious agents, zoonotic diseases and other hazards that accompany handling cats in a clinic setting, including cat bites and scratches.
- This position features a 4-day work week, additional days as needed for special projects. Must be willing to work long or irregular hours under pressure conditions. Community involvement, including participation in fundraising and charity events may be occasionally required.
- Must be able to manage the emotional aspect of end-of-life services and humane euthanasia, and support employees during high-emotion situations.
- This position requires communication via telephone and computer, including the use of a monitor, mouse, and keyboard.
- Requires ability to lift patients, equipment and supplies up to 50 pounds, considerable walking, standing, and moving of equipment and patients.

This job description is not intended to be all-inclusive. The employee may be required to perform other related duties to meet the ongoing needs of the organization.

TO APPLY:

Please email a resume and cover letter detailing your qualifications and experience as it relates to this opportunity to Sherri Leggett at Sherri@thefelinefix.org. Please use the subject line “Clinic Manager” for your email. Applicants will be considered on a rolling basis and are strongly encouraged to apply by March 31.

No phone calls, please.

The Feline Fix provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, citizenship, marital status, parental status, disability, age, membership in any labor organization, political affiliation, creed, ancestry, gender, sexual orientation, gender identity or veteran status in accordance with applicable federal, state, and local laws. The Feline Fix complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.