

Veterinary Services Manager (Loveland, CO Location)

Job Title:	Veterinary Services Manager
Department:	Veterinary Services – 09
Job Classification:	Full time, exempt
Job Relationships:	<p>Reports to the Chief Veterinarian</p> <p>Manages Clinic Technicians and Assistants, applicable students and department volunteers</p> <p>Interacts closely and collaborates with the Veterinarians, Director of Operations, Associate Director of Operations and Shelter Manager</p>

The Veterinary Services Manager is responsible for all aspects of non-clinical daily operations within the Veterinary Clinic. This position manages the veterinary technicians, veterinary assistants, department volunteers, and applicable students. This position includes performing the duties of direct reports as needed and in their absence. The position serves as a key member of the Shelter staff. The schedule for the position is generally 5 days a week and includes a weekend day, evenings, holidays and on-call requirements. Emergency hours may be implemented during emergency situations. This position provides backup to our other campuses, as required.

Essential Duties/Responsibilities:

Staff Management

- Manages and develops an effective staff, providing effective communication, leadership, guidance and resources.
- Manages technicians, assistants and volunteers to ensure compliance with medical protocols and treatments, disease control standards, safety and personnel policies and procedures.
- Supervises veterinary technicians, assistants, and volunteers; rewards and disciplines staff as appropriate; evaluates staff; recruits and hires new staff as necessary; pursues educational opportunities for staff.
- Conducts/assists with staff and/or volunteer training related to veterinary care, disease control/animal health issues and more as required.
- Actively participates as a member of management team; attends applicable meetings.

Shelter Medicine

- Performs duties of veterinary technicians and assistants including, but not limited to assisting with the surgical program; maintaining accurate records of treatments; perform exams, dental prophylaxis and radiographs; diagnostics; cleaning and feeding.
- Responsible for physical examinations, care, and monitoring of animals in the care of the Organization in compliance with basic standards of care, shelter protocols and government regulations.
- Completes, maintains and oversees accurate and complete daily medical treatment records (paper and electronic).
- Acts as liaison with other veterinarians/veterinary clinics regarding the treatment of injured/ill stray animals, Shelter animals or animals adopted from the Organization.
- Provides coverage of the on-call services of the department.
- Ensures adequate inventory and monitoring of supplies, medications and all drugs, including DEA-regulated substances (Vet Services department only). Purchases made under the Veterinarian's DEA license.
- Assists in management of contracts and related studies and research as necessary.
- Creates standard operating procedures and protocols for non-clinical veterinary services operations.
- Assists with euthanasia training and certification in conjunction with Shelter Manager and/or Associate Director of Operations.
- Performs euthanasia as assigned.
- Work with clients on health issues related to impounded and adopted animals.

Other

- Assists in the management of Veterinary Services budget; responsible for ensuring accuracy of invoices and statements from contract technicians and assistants.
- Responsible for providing medical statistics and reports as needed.
- Manages and participates in student educational collaborations with partners regarding technician and assistant opportunities.
- Participates in local, regional and national associations such as Colorado Association of Certified Veterinary Technicians.
- Participates in meetings and on committees as assigned.
- Serves as a member of the Organization's Disaster Response program.
- Models behavior and professional standards, policy and procedure adherence, and communication expectations.
- Consistently meets attendance and punctuality expectations.
- Drives on behalf of the Organization on occasion.
- Serves as back-up for and assists other Shelter locations as needed.
- Other duties as assigned.

Job Qualifications:

Education/Experience: Must be a Registered Veterinary Technician with the State of Colorado and maintain certification. Must have a minimum of 4 years of relevant hands-on technician experience. A minimum of two (2) years previous supervisory experience in a veterinary or shelter clinic, or similar animal welfare organization, required. Must be at least 21 years of age (required for insurance purposes). Available to work a flexible schedule including evenings, weekends and holidays as required. Experience with dentals and radiology required. Veterinary experience with exotics and barnyard animals a plus. Committed to the mission of the Organization and the success of the Shelter's medicine program, and must embrace the open admission sheltering philosophy. Bilingual English/Spanish reading, writing, understanding and speaking a plus and includes a wage premium.

Knowledge, Skills and Abilities: Able to work under pressure and multi-task as appropriate. Strong customer service, oral/written communication skills and interest in networking with other professionals. Must be able to work with and educate veterinary technicians, assistants and others. Able to interact with staff, volunteers and clients in a professional manner. Able to train and direct the work of others effectively. Able to manage and evaluate employee performance. Organized and skilled in accurately completing records. Emotional intelligence, work ethics and integrity skills required. Solid computer skills required. Ability and desire to implement efficiencies on an on-going basis. Able to multi-task and prioritize job duties in a busy and constantly changing work environment. Able to work both independently and in a team setting. Able to remain calm and level-headed in a sometimes stressful and emotional work environment. Available for telephone consultation on emergency cases.

Other: Valid Colorado Driver's License and insurable driving record and have and maintain personal driving insurance meeting Colorado standards. Willing to be rabies vaccinated and have intermittent titer testing.

Working Conditions:

Work is performed in an animal shelter with shared office space. Potential for exposure to zoonotic diseases, dangerous and fractious animals, handling animals of varying types and temperaments, high noise levels, hazardous chemicals, anesthetic gases, ionizing radiation (x-rays), and sharp objects. Field conditions may be encountered. Potential for bites and scratches while handling animals. Occasional lifting of up to 50 pounds without assistance and more with assistance; potential for standing on feet for 8 to 10 hours a day; animal handling and restraint in a veterinary setting; driving a motor vehicle; kneeling; squatting; walking dogs on leash; performing physical examinations on animals; handling syringes and needles; potential exposure to hay and dust; potential exposure to deceased animals; audibly listening and verbally communicating. Available to work a flexible schedule and cover department on-call services, and telephone consultation on an emergency basis, as required. Temporary assignments at other Shelter locations may be required.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.