



- Job Title:** Clinic Manager
- Department:** Operations, Brunswick and Edgecomb Campuses
- Job Classification:** Full Time; Salaried, Exempt Position
- Job Relationships:** Reports to the Medical Director, works closely with the Animal Care Managers, Customer Support Manager, Foster Care Coordinator, Volunteer Coordinator, Transport Coordinator, veterinary care team, behavior and training team.
- Supervisory Responsibilities:** Supervises the Clinic Technicians, acts as Manager on Duty for all departments as needed.
- General Purpose:** Responsible for planning, organizing and managing the workflow for pet care through the clinic, ensuring the highest quality of care to Midcoast pets.
- Schedule:** This position is a member of the MCH management team and schedule is determined as the organization's needs dictate. Weekends and evenings are required. Availability in the mornings to manage staff call-outs is required.

Leadership Overview: The Clinic Manager works collaboratively with Midcoast Humane's Medical Director and program staff, in alignment with organizational goals, and provides leadership, direction, and inspiration to the medical team. The Clinic Manager encourages staff development, promotes cooperation, participation, innovation and decision-making. The Clinic Manager emphasizes openness, accountability and communication within the department and across the organization and builds a team that reflects a compassion for animals and people.

Essential Job Functions:

- Prepare and maintain a schedule of clinic personnel at least 2 weeks in advance
 - Ensure that this schedule is included in the organization-wide schedule
- Monitor payroll and time off request for clinic personal and ensure that payroll is submitted in a timely fashion
- Ensure all animals at in the shelter and public pets via clinic services receive excellent care
 - Including training all personnel on appropriate fear free and safe, medical handling
 - Work with the behavior and training department to ensure quality enrichment and behavior planning for all animals in care
 - Work with the Medical Director to develop continuing education

programs for the staff

- Manage the workflow of the clinic, including that of the clinic staff and volunteers
- Responsible for day-to-day operations with a focus on exceptional patient/client service, efficiency and time management in a high-volume setting
- Must be solution oriented, and routinely evaluate the efficiency of the medical program and streamline as needed
- Provide input for onboarding, training, and development of staff and volunteers, along with recommendations of volunteer needs
- Provides accurate information and friendly professional service to the public and to coworkers in a responsive, positive, courteous, truthful and tactful manner
- Ensure that the facility is kept clean, sanitary, uncluttered, and always represents Midcoast Humane's mission in a professional and customer-focused manner
- Supervise, train and provide back-up for all clinic positions
- Ensure proper intake protocols and isolation wards are appropriately maintained, as needed
- Model a standard of continual commitment to improvement in all aspects of the clinic's care and handling of animals
- Ensure an effective system for supply ordering and inventory for the clinic, ensuring costs are managed efficiently and donations are always being utilized
- Oversee weekly audits regarding vaccines, controlled substances, medications, signage, equipment handling, and other facility needs
- Continuously seek out, learn and implement best practices in the field related to shelter medicine and animal welfare
- Work with Medical Director to update and maintain all medical protocols
- Perform all job duties in a positive, helpful manner and provide exceptional customer service
- Other duties as assigned

EMOTIONAL/MENTAL REQUIREMENTS

- Must be able to work under stressful conditions and work efficiently and effectively under those conditions
- Must be able to respond quickly to a variety of medical situations (with training)
- Must be able to cope with death either due to surgical complication or euthanasia
- Ability to rapidly and accurately process information
- Ability to delegate tasks
- Ability to recognize a need for assistance and ask for help
- Ability to work independently and as part of team
- Ability to make decisions
- Ability to cope with frustrating situations and remain calm

PHYSICAL DEMANDS

- Duties of the job are performed in an animal shelter/animal clinic setting
- The employee is frequently exposed to odors or airborne particles including animal fur, disinfecting chemicals which can be toxic and zoonotic diseases
- Consistently exposed to animals and animal allergens under conditions without alterations available
- The noise level in the work environment can be very loud
- Must be able to lift at least 50 lbs.
- Able to climb stairs
- Able to scoop, bend, twist, lift, squat, kneel, grip and reach
- Able to stand for several hours up to an 8-hour shift

- Able to sit at a computer workstation and type and use a mouse for 2-4 hours at a time as part of normal job functions
- Move about the building and campus consistently to coordinate work

EDUCATION AND EXPERIENCE

- Must be able to read, write and speak clearly in English so that written and verbal instructions can be communicated effectively
- Must have a minimum of one year of experience directly supervising a team
- A minimum of two years' experience in a veterinary clinic setting, rescue or shelter
- Previous experience demonstrating a capability to define objectives and carry out direction on schedule using independent judgment in a veterinary clinic setting.
- Excellent animal handling abilities that fit within the philosophy of the Fear Free Shelters Program
- Contribute toward the overall success of the organization with a can-do positive attitude.
- Conveys optimism and demonstrates resilience. Recovers quickly from set-backs and overcomes obstacles.
- Organized yet flexible. Willing to pivot or adjust plan in order to respond to changing priorities or the needs of the pets.
- Ability to multi-task and work on a variety of projects at the same time
- Proficiency in Microsoft Office (Word and Excel)