



generosity breeds joy.

Medical Manager

JHS has a full-time position available for a Medical Manager. This role oversees the operations of the medical department to include clinical, surgical and shelter medical operations. Responsibilities include coordinating with team leads to ensure staffing is adequate, supervising and evaluating staff, and ensuring the effectiveness of the department's policies and programs.

Essential Duties and Responsibilities:

- Effectively supervise the daily operations of the Shelter Medicine department
 - Effectively oversee the surgical processes to ensure surgery is flowing in an efficient manner
 - Coordinate and maintain all medical inventory to ensure staff and customer needs are met while operating within the budget
 - Ensure hospital inventory is tracked
 - Work directly with the Medical Director and Sr. Director of Operations to ensure the safety and health of all animals and ensure that all medical care is performed in a highly efficient and effective manner
 - Participate in setting goals for each area of responsibility and take necessary steps to ensure the goals are met
 - Maintain documentation of medical protocols and procedures
 - Supervision of medical department leads, staff and volunteers to ensure that proper medical care is delivered according to established protocols
 - Assist in oversight of all hiring, mentoring, counseling, evaluating, disciplining and terminating of personnel in each reporting area
 - Monitor work flow and make adjustments as necessary to ensure maximum performance
 - Ensure that staff and volunteers are trained in all policies and procedures
 - Provide effective communications to staff to ensure they stay current on department needs, JHS news, goals, and activities
 - Maintain inventory of medical department supplies
 - Obtain and maintain a high proficiency with all needed software
 - Ensure accurate record keeping and maintain monthly statistics for reporting areas
 - Monitor and adhere to department budgets
 - Ensure work environment is clean and safe for animals, staff, and volunteers
 - Work effectively as part of the JHS management team on cross-functional programs, projects, and activities
 - Maintain positive communications with community partners
- Other duties as assigned

Qualifications:

- Prior knowledge of veterinary clinical operations and procedures
- Prior supervisory experience
- Ability to work on multiple tasks with interruptions in an energetic environment with the pressure of periodic heavy workloads
- Ability to anticipate and identify problems and needs and solve them and/or communicate them appropriately
- Excellent skills in effective conflict resolution
- Capability to react calmly and effectively in emergency situations
- Ability to communicate complex processes/concepts to a wide variety of people, both in written and verbal form
- Computer literate knowledge in Microsoft Office and the ability to utilize required shelter and veterinary clinic software
- Ability to provide excellent customer service and to build successful relationships with a diverse customer population
- Ability to work a flexible schedule to include weekend and holiday hours

Physical Requirements:

- Standing for extended periods of time
- Ability to lift 50 pounds
- Ability to work with cleaning products
- Ability to work in an outdoor environment

Work Schedule:

The schedule for this position includes weekday, weekend, and holiday hours and a flexible work schedule. Hours and days are subject to change based on department demands.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.