



Veterinary Assistants' Manager

The Veterinary Assistants' Manager is responsible for managing the Veterinary Assistant team at Mission Animal Hospital, including professional goal-setting, workflow management, and performance management.

Supervises: Veterinary Assistants

Reports to: Hospital Director and Human Resources Director

Schedule

- Two 10-hour office days per week
- Two 10-hour floor days per week

Responsibilities:

- Manage all veterinary assistants, including professional goal-setting and reviewing performance.
- Maintain veterinary assistants' accountability to Mission's code of conduct and core values.
- Solicit feedback on existing and new hospital policies and protocols; continuously look for ways to improve self and others.
- Develop Standard Operating Procedures (SOPs) and protocols to ensure patient care.
- Manage escalated client complaints at the direction of the Hospital Director.
- Direct and oversee formalized onboarding and training programs developed by the Assistant Training Coordinator.
- Develop and maintain formalized professional development "levels" and authorize skill completion for veterinary assistants.
- Assign relevant training materials as it pertains to individual staff members and their experience, skill-set, and progression through their career.
- Partner with other Managers to ensure proper transfer of information.
- Act as liaison between the veterinary assistant team and the rest of the hospital; effectively communicate process changes and pertinent information.
- Develop and maintain veterinary assistants' shift template and scheduling for general practice services including urgent care, appointments, surgery, and high-quality high-volume spay-neuter.
- Review, approve or deny employee PTO requests based on company policy.
- Track and monitor employee absenteeism and tardiness; address with employee as warranted.
- Announce daily hospital rounds.
- Plan and execute veterinary assistants' team meetings.
- Consult on organizational strategic planning and growth with oversight by the Director Team.

Requirements:

- Successful applicant will operate as a member of the Assistant team at Mission Animal Hospital, including working the Assistant role during floor shifts
- 2 years Veterinary Assistant experience; successful applicant will achieve Level 3/Advanced Assistant level within 6 months of hire
- Outstanding verbal and written communication
- Ability to think creatively and critically
- Exceptional time management, organization and attention to detail
- Ability to multitask and collaborate in solutions-focused environment
- Strong leadership, conflict resolution, and customer service skills
- Ability to learn and operate proficiently within hospital software and systems (Cornerstone, Google Suite, WhenIWork)
- Ability to successfully monitor and correct performance of all assistants through feedback conversations and formalized performance evaluations
- Understanding of and proficiency in developing and maintaining professional relationships and boundaries
- Ability to train and coach assistants in Mission policies, protocols, and expectations