I—CONTINUING EDUCATION OVERSIGHT:

- Staff Meetings—Set schedule, oversee topics and speakers, monitor staff participation and attendance.
- Outside CE Oversight—Coordinate outside CE, arrange for registration, lodging and travel, make sure employees attend.
- Employee Training—Coordinate employee training materials, set up training schedules, oversee mentoring and training in conjunction with staff supervisors.

II—EQUIPMENT MANAGEMENT:

- Maintain Equipment Files—Keep all paperwork (purchase documents, vendor information, manuals, etc.) up to date and keep lists and video of items for tax and insurance purposes.
- Computers—Keep current on practice software and attempt to develop maximum possible use. Coordinate with Cornerstone technical staff and IT company to maintain both hardware and software. Be able to perform basic troubleshooting.
- Equipment Maintenance & Repair—Review logs regularly and oversee any needed routine maintenance including contacting outside maintenance people as needed, arrange for needed repairs on equipment in conjunction with Hospital Director.
- Safety—Arrange regular staff training on equipment safety issues, maintain logs of maintenance and safety training for OSHA purposes.

III—MARKETING:

- Brochures and Business Cards—Develop as needed, reorder supplies when low.
- Website—Continue development of new features/links on website, keep staff information, forms, and photos current.
- Online Presence—Monitor hospital presence online. Make sure hospital shows up on online searches. Check for negative reviews online and respond as appropriate.
- Client Surveys—Arrange for and evaluate client surveys to monitor client satisfaction and customer service.
- Attend community functions to build potential client base.
- Receive and maintain New Homebuyers Lists and coordinate with mailing service to get mailers out in a timely manner.

IV—INVENTORY:

- Inventory Counts—Coordinate full count of both drugs and supplies at least once yearly, high volume/cost items twice yearly
- Vendor Liaison
Reduce Inventory Shrinkage—Monitor high theft items closely and lock up as needed, investigate product losses, encourage staff reporting of thefts.

Controlled Drugs—Oversee controlled drug inventories, maintain controlled drug paperwork, investigate controlled drug losses, monitor controlled drug orders.

Inventory Computer Records—Monitor inventory on computer software. Coordinate inventory invoices and new products as needed. Maximize use of the Inventory Management component of Cornerstone.

Expired Drugs and Returns—Coordinate the monitoring of expiration dates on drugs and supplies, help to arrange for returns and reorders as needed.

Add new items to Cornerstone as ordered. Update pricing as needed and work with Inventory Coordinator.

V—FINANCIAL RESPONSIBILITIES:

Daily—Review daily closeout report and correct as needed.
Weekly—Monitor client accounts receivable and mail statements in timely manner. Submit accounts for collections within 90 days of non-payment.
Work closely with hospital Bookkeeper to coordinate accounts payable.

VI—HR MANAGEMENT:

Paraprofessional Staff Hiring—Determine position to be filled, schedule to be worked, pay scale, etc. Place advertisements. Evaluate applications. Schedule interviews (first, second, and working). Call references. Chose applicant and offer position. Notify rejected applicants once position has been filled.

Training—Evaluate training materials and methods available. Develop training plan, including safety training. Review process and progress and adapt as needed.

Reviews—Develop review process. Compile reviews and action plan for each employee. Meet with employees. Follow up on action plan.

Discipline & Discharge—Coordinate with Staff supervisor in issues of employee discipline. Assist in providing employee feedback. If necessary, prepare final paycheck. Respond to unemployment claims.

Recordkeeping—Complete all required paperwork for new employees. Maintain confidential employee files and update as needed. Make sure DVM & technician licenses are kept current and renewed when needed.

Benefits—Meet with agents at least yearly to evaluate insurance options and needs. Determine benefit packages. Complete employee paperwork for additions, changes, and terminations. Comply with COBRA and related regulations.

Staff Communication—Write memos and handouts as needed. Send all important information through multiple media whenever possible (memo, phone call, email, etc.).

Employee Manual/Job Descriptions—Maintain employee manual. Review and update manual as needed, at least yearly. Maintain job descriptions and review with staff to be sure they are relevant. Review at least yearly.

Safety—Conduct safety training as necessary. File workers compensation claims as needed. Address employee concerns around workers comp injuries/claims. Maintain
Cost Containment Certification with the State of Colorado. Work with the Hospital Director annually on workers compensation policy renewal.

- Time & Attendance/Payroll—Enter timesheet adjustments as necessary. Calculate non-DVM staff hours for payroll. Assist Hospital Director in calculation of DVM production monthly.
- Responsible for handling all employee invoicing and discounting and ensuring payment plans are in place for all products and services sold to staff.

VII—MEDICAL STANDARDS & POLICIES AND PROCEDURES MANUALS:

VIII—CLIENT SERVICE DUTIES:
- Monitoring/Feedback—Coordinate with Client Services Supervisor to obtain and report on client feedback on service. Monitor new client and client retention numbers.
- Questions/Complaints—Coordinate with Client Services Supervisor to handle client questions, complaints and grievances.

IX—LAW & ETHICAL DUTIES:
- Maintain knowledge base and verify adherence—Keep current on employment and labor laws, safety regulations, privacy and red flag rules, controlled drug requirements, and health department regulations that pertain to veterinary medicine. Review mailings/email notices pertaining to the above topics. Periodically review all hospital practices to make sure they are in compliance with the relevant laws.
- OSHA—File/post needed OSHA reports, design clinic safety plan and oversee staff training, document/report accidents, monitor the hospital for unsafe situations and correct. Oversee election of the safety committee and make sure they are meeting regularly.

X—OPERATIONS:
- Run necessary errands, either personally or by delegation.
- Distribute incoming and outgoing mail and packages.
- Monitor various email accounts to ensure messages are received and responded to in a timely manner.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
Prior veterinary practice management experience is preferred.
Language Skills:
Ability to write routine reports and correspondence. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively before small groups of customers or employees of the hospital. Ability to graciously deal with client complaints and billing questions. Ability to successfully communicate with diverse personality types.

Computer Skills:
Must be experienced with basic computer and printer tasks and operations. Able to work with Microsoft Office and the Internet. Experience with Cornerstone veterinary software helpful.