

<b>Job Title:</b>	Director of Medical Operations	<b>Location:</b>	Santa Rosa
<b>Department:</b>	Medical	<b>Hours:</b>	40/week
<b>FLSA Classification:</b>	Exempt	<b>Reports To:</b>	Executive Director

### SUMMARY

The Director of Medical Operations is responsible for providing high-quality support and coordination of business operations for our medical departments (shelter medicine, HVHQ S/N and Community Veterinary Clinic).

The medical department is integral in the Humane Society of Sonoma County's mission to ensure that every animal receives protection, compassion, love and care. The Director of Medical Operations will be responsible for ensuring the timely completion of administrative responsibilities, technician duties, as well as coordination of schedules and staff.

### DUTIES AND RESPONSIBILITIES

- **Scheduling:** Coordinate scheduling of veterinarians, support staff, interns, and volunteers, and find relief coverage as needed. Produce monthly schedule for staff and doctors.
- **Payroll:** Review timesheets, manage time off requests, monitor overtime for staff.
- **Hiring:** Work with the Executive Director to recruit, review, interview, and hire candidates when job openings arise.
- **Leadership:** Act as a role model who commands the respect of staff through compassionate leadership.
- **Stress management:** Evaluate the well-being of shelter medicine staff and, in conjunction with the Medical Director, implement stress-management parameters such as positive feedback systems and team building.
- **Continuing Education:** Consider cost-effective and relevant training opportunities for staff.
- **Other HR tasks:** Manage disciplinary issues if needed, document infractions, coordinate with the human resources department and Executive Director about any issues.
- **Budgeting:** Work with the Executive Director to adhere to a yearly budget.
- **Meetings:** Coordinate and record minutes of meetings.
- **Invoices:** Process and code vendor invoices.
- **Regulatory:** Ensure compliance with the rules and regulations of relevant state, federal, and other governing bodies, including OSHA, DEA, and California Veterinary Medical Board.
- **Protocols and SOPs:** Organize and update shelter medical protocols. Work with Chief DVMs to develop and document standard operating procedures.
- **Reporting:** Produce end of month financial reports, weekly CVC reports as well as other reports as needed.
- **Troubleshooting:** Work with staff to resolve problems with computers, medical equipment, services etc.
- **Vendors:** Serve as the point-of-contact for vendors and sales-representatives. Arrange continuing education lunches through vendors.
- **Client services:** Help the medical departments maintain a positive public image and reputation for excellent customer service.
- **Coverage:** Help fill in with other medical/administrative roles as needed.
- **Work with medical teams to ensure efficiency in daily flow, troubleshoot as needed.**
- **Develop and maintain accurate job descriptions and SOPs throughout departments.**

- Always strive to work with the 5 freedoms of animal welfare in mind:

**Freedom from hunger or thirst** by ready access to fresh water and a diet to maintain full health and vigor

**Freedom from discomfort** by providing an appropriate environment including shelter and a comfortable resting area

**Freedom from pain, injury or disease** by prevention or rapid diagnosis and treatment

**Freedom to express (most) normal behavior** by providing sufficient space, proper facilities and company of the animal's own kind

**Freedom from fear and distress** by ensuring conditions and treatment which avoid mental suffering

**Supervision:** This position reports directly to the Executive Director.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of medications including controlled drugs
- Knowledge of veterinary medical equipment
- Detail oriented
- Willingness to be flexible, learn new things and problem-solve
- Strong interpersonal skills to help defuse staff conflicts, keep up morale, bring out the best in staff, and ensure a safe and positive team environment
- Promote a positive attitude among staff
- Provide excellent customer service both internally and externally
- Be willing and available to stay late or through breaks, when needed, to assist with emergencies or difficult situations
- Ability to work independently as well as a member of a team
- Manage multiple tasks in a fast paced environment
- Familiarity with spreadsheets and scheduling software
- Exceptional communication skills, customer service and attention to detail
- Accurate typing speed of 45 wpm
- Experience in Microsoft Office programs
- Possess good business judgment and excellent interpersonal skills
- Perform in a professional and courteous manner at all times and actively promote our mission to save animals
- Should possess an interest in animal welfare and be highly self-motivated

### **QUALIFICATIONS**

- Preferred two years' experience working in a veterinary practice or animal shelter in a management role.
- Minimum two years' experience working in an office environment with high phone call volume and customer interaction.
- One year experience in a veterinary clinic (vet assistant or vet technician).
- Bilingual Spanish/ English preferred.
- Experience in a Veterinary Medical practice preferred.
- High school diploma or equivalent.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.

- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.
- Must be able to sit at a desk for significant periods of the day.
- Must be able to do phone or computer work for blocks of time.

**Work environment:** Exposure to moderate noise levels (such as barking dogs, ringing phones).

**NOTES**

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

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Employee Name

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Manager Name

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Signature

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Signature

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Date

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Date