

### **Practice Manager Job Description:**

The Practice Manager is charged with the responsibility of managing the business activities of the hospital. They are also responsible for seeing that administrative policies and decisions are accomplished. They may be responsible for the daily accounting transactions with clients, banks, suppliers, and personnel. They oversee scheduling, training, purchasing, and bookkeeping for the hospital. The Practice Manager will be the liaison between the veterinarians and support staff.

### **The Practice Manager will be responsible for the following:**

#### **Personnel:**

- Report payroll weekly. Set employee deductions, checking monthly.
- Responsible for support staff employment benefits. (Including: AFLAC, medical & dental insurance, short & long-term disability, simple IRA, PTO, bonuses, and staff discounts)
- Directly recruits, interviews, and hires support staff with the assistance of the lead technician & office manager.
- Assures that personnel are properly trained for their position with assistance of the lead technician, office manager, and Fear Free Coordinator. Oversees training procedures and policies.
- Maintains a thorough set of employment policies & employee handbook.
- Maintains employee motivation and structures CE for staff.
- Responsible for attending employee reviews for support staff.
- Responsible for performing yearly reviews for Lead Technician and Office Manager.
- Mediates professional and support staff personnel problems. Supervises support staff and acts as the direct authority regarding disciplinary procedures, discharging, and all the legal responsibilities of employment.
- Maintains employment proposals and contracts, also keeps employee files up to date and secure.
- Delegates tasks to appropriate staff members.
- Monitor quarterly check-ins with employees, performed by Lead Technician and Office Manager.
- Focus on employee engagement and mental health.
- Perform yearly cost of living meeting with each employee. Create & discuss Total Benefit Statements. Discuss handbook changes and get employee signature on update page.
- Facilitate monthly staff meetings.
- Monitor employee time off and schedule changes in absence schedule chart.
- Fixes employee time clock mistakes.
- Schedule & attend all management meetings.

### Patient/Client Production:

- Responsible for seeing that success is achieved with each client interaction with veterinary hospital staff.
- Uses the tools of education, motivation, structuring, scheduling, coordinating, evaluation, and analysis to achieve optimal client satisfaction from the veterinary hospital services and staff.
- Developing and accomplishing a hospital marketing program. (Including: Facebook, TikTok, YouTube, Pinterest, Google, website, local programs, etc)
- Liaison with clients concerning complaints or problems the client is experiencing with the hospital.
- Oversees the delegation of building and equipment maintenance and housekeeping standards.
- Maintains computer programs, troubleshooting problems, and utilizing programs to optimize productivity. (Programs include: Impromed, VitusVet, VetSource, and VitusPay.)
- Maintains company website with a full evaluation twice yearly.
- Maintains client handouts, keeping up to date, linking to corresponding diagnoses, and correcting content.
- Assures that newsletters are written and sent out to clients as needed.

### Accounting:

- Either directly prepares or supervises preparation of all business accounting reports and transactions. Audit both the preparer and hospital personnel performance to assure that proper methods and techniques are being used.
- Audit & monitor all accounts payable and receivable to confirm that each is handled correctly and timely.
- Periodically reviews fee schedules for services and products, increasing or changing as necessary.
- Works with office manager to ensure coupon and rebate programs are utilized correctly.
- Establishes hospital budgets, goals, and projections for growth.
- Monitors inventory managers inventory levels and budget.
- Monitors employee schedules and payroll budgets.