



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 791.5

Job Title: **VETERINARY CLINIC MANAGER**

Pay Grade: 26

GENERAL SUMMARY:

Supervises and schedules the activities of veterinary technician supervisors and veterinary technicians and oversees daily operations of medical functions.

RESPONSIBILITIES:

- Supervises and schedules the activities of veterinary technician supervisors and assigned personnel.
- Manages major departmental functions; establishes goals and evaluates section performance, develops and evaluates subordinates, develops and manages budget.
- Oversees daily operation of the wellness clinic, surgery suite, euthanasia and medical processes at BARC.
- Writes and implements policies and procedures for assigned area.
- Coordinates special projects, including planning, research, presentations, promotions and evaluation.
- Interviews job applicants, conducts internal audits and oversees corrective discipline processes; maintains personnel attendance records.
- Investigates special problems encountered by employees; responds to calls from the general public that extend beyond the normal scope of subordinates.
- Provides leadership, guidance, training and advice to subordinates.
- Reports directly to the Deputy Assistant Director of Shelter Operations.
- Performs other related duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's Degree in Business Administration, Veterinary Science or a related field.

EXPERIENCE:

Four years of veterinary technician experience, two of which must have been in a supervisory capacity. Progressive professional experience in animal care, military, personnel, administration, accounting, leadership or a closely related field may be substituted for the experience requirement on a year-for-year basis.

A Master's degree in Business Administration, Public Administration or a field closely related to the work being performed may be substituted for supervisory experience.

Related experience may be substituted for the education requirement on a year-for-year basis.

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors could lead to moderate expenses and inconveniences. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

SPECIFICATIONS (cont'd):

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions, such as hiring, terminations, and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as a Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be listed in the above job description.

JOB FAMILY:

Veterinary Technician
Veterinary Technician Supervisor
Veterinary Clinic Manager

Effective: December 2015