

**CLINIC MANAGER****DEFINITION**

Under direction, manages, develops, monitors, and evaluates veterinary medical and clinic administrative procedures and practices under the guidance of the Veterinarian; oversight of clinic schedule, clinic staff licensure, medical equipment, surgical instruments and controlled substance and medication ordering and usage; supervises assigned staff and volunteers; engages and partners with the community regarding awareness and education on animal laws and resources; develops clinic training programs; and performs related work as required.

**SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Director, Veterinarian or designee. Exercises supervision over assigned staff and volunteers.

**DISTINGUISHING CHARACTERISTICS**

The Clinic Manager is a single level classification that assists licensed Veterinarians in managing, developing, monitoring and evaluating veterinary medical services including administrative procedures and practices in the Animal Center. Responsibilities include managing, developing, monitoring and evaluating veterinary medical and administrative procedures and practices under the guidance of the Veterinarian; supervising assigned staff and volunteers; ensuring all medical staff maintain current and valid licensure; oversight of clinic scheduling; ensuring appropriate medical equipment and surgical instruments is available and maintained; oversight of controlled substance ordering and usage; developing clinic training programs; and engaging and partnering with the community regarding awareness and education on animal laws and resources; and performs related work as required.

Incumbents will be required to work nights, weekends and holidays and respond to after-hours emergencies as needed; will be exposed to a working environment with animals (primarily dogs and cats) which may lead to possible exposure of unpleasant odors and noises, allergens, interactions with animals, and possible exposure to zoonotic diseases; and will be required to handle and restrain animals humanely and safely using approved protocols and practices.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*May include, but are not limited to, the following:*

Manages, develops, monitors, and evaluates veterinary medical and clinic administrative procedures and practices under the guidance of the Veterinarian; supervises staff and volunteers including prioritizing and assigning work; coaching and conducting performance evaluations; ensuring staff are trained and maintain current and valid medical licensure; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination,

and disciplinary recommendations.

Develops and maintains the clinic schedule for surgeries and other events.

Oversight of medical equipment, surgical instruments and the ordering and usage of controlled substances and medications. Manages medical inventory reconciliation as required by regulations.

Oversees and coordinates with external agencies to ensure regulatory compliance of the veterinary medical clinic.

Responds to inquiries from the public; maintains effective community relations; participates in special community events; and advises/explains proper medical care and treatment of animals and pets.

Documents and maintains records such as exam findings, surgery information, treatments and medical supplies and equipment and enters into the kennel management software system.

Compiles and prepares reports and documentation on activities and enters into the kennel management software system; maintains records and completes statistical analyses on veterinary care processes for successes and opportunities for improvement.

Research and monitor updates to laws, rules and regulations affecting veterinary medical care and assess the impact on Animal Center policies and procedures.

Participates in animal center programs, clinics and events.

Administers the humane performance of euthanasia as medically necessary and provides training of euthanasia procedures to staff.

Provides professional assistance in the investigation of mistreatment and neglect of animals including the examination of animals impounded for abuse.

Participates and assists in the preparation of the veterinary medical budget including monitoring and estimating usage of clinic medication and costs throughout the Animal Center.

May assist the Veterinarian with medical examinations, surgeries and treatment of animals; performs physical examinations to evaluate the health of animals; performing high volume surgeries including spay/neuter; administers emergency care, first aid and follow up to monitor animal health as prescribed by the Veterinarian.

May administer vaccinations, treatments, and medications and microchips as prescribed and maintains records for each animal and enters data into the kennel management software system.

May assist with collecting laboratory specimens for testing as directed; ensures

specimens are handled and disposed of in accordance with proper protocols and procedures.

Assists in handling and restraining animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices including assisting in cleaning and disinfecting kennel areas, food dishes and equipment along with feeding and exercising animals.

Performs related duties as required.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Principles of supervision, training, and performance evaluation.

Principles and practices of record keeping and database management.

Budget development and administration.

Methods in developing workflow processes, standard operating procedures and program schedules.

Symptoms of common diseases of dogs and cats.

Animal behavior, health and symptoms of common diseases; Rabies controls laws and principles of public health related to animal diseases.

Modern veterinary practices, treatment, prevention, control, surgical procedures and care for a wide range of animals.

California state, federal, and municipal animal health laws and regulations governing the impounding, releasing and euthanasia of animals.

Pharmacology when preparing and administering medications and controlled substances including drug class, medical dosing calculations, contraindications, and adverse reactions.

Physical and behavioral characteristics of domestic animals.

Biohazard waste disposal and procedures.

Safety regulations and safe work practices.

### **Skill/Ability to:**

Select, supervise, train and evaluate staff.

Research information and make policy and procedural recommendations.

Evaluate veterinary medical processes and procedures consistent with best practices and efficiencies.

Examine, evaluate and treat animals (primarily dogs and cats) in a professional and efficient manner as prescribed.

Prepare animals for surgical procedures including administering medications as needed.

Work under strict deadlines and focus on multiple priorities.

Physically handle and examine a wide range of animals including aggressive wild and under-aged animals safely, properly and humanely.

Assist in the development and implementation of methods to control and prevent the spread of diseases including maintaining healthy/safe/sanitary facilities.

Assist in the development and implementation of goals, objectives, policies, procedures and work standards of medical staff.

Make sound decisions, including administering medications and euthanasia of animals that are irretrievably suffering from serious illness or severe injury.

Communicate effectively both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Obtain and maintain Drug Enforcement Administration (DEA) licensure as required.

Operate modern office equipment including computer hardware and software applications and kennel management software systems.

Properly store and maintain medical supplies and controlled substances.

Safely operate a motor vehicle. (When appropriate).

## **MINIMUM QUALIFICATIONS**

### **Medical License:**

Possession of a current and valid certification as a Registered Veterinary Technician (RVT) issued by the Veterinary Medical Board of the State of California. Failure to maintain the valid certification for the entire term of employment in this job class shall be cause for termination.

Registered Veterinary Technicians who are licensed in another State may be qualified but must acquire a valid license from the State of California at time of appointment.

**Experience:**

Two (2) years of experience in an animal shelter environment OR equivalent to that gained as a Registered Veterinary Technician with the City of Fresno.

**Special Requirement(s):**

Possession and continued maintenance of a valid California Driver's License is required at time of appointment.

Incumbents may be required to obtain and maintain a valid Drug Enforcement Agency (DEA) license based on operational needs. Failure to obtain and maintain DEA licensure in this job class based on operational need shall be cause for termination.

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 1/10/2024

NEW: TJM:vp 12/28/2023