



POSITION SUMMARY

Wayside Waifs Inc.

Title:	Vet Clinic Manager
Department:	Veterinary Clinic
Reports To:	Chief of Veterinary Medicine
Updated on:	December, 2019
Status:	Exempt, Full-time
Approved By:	Vice President of Operations

The Mission of Wayside Waifs

*Preparing pets and people for the
bond of their lives.*

We accomplish our mission by protecting and caring for the animals under our watch; by reaching out to the community for love and support; and by teaching others about the profound joy that pets bring to our lives.

POSITION SUMMARY

The Vet Clinic Manager supervises, manages, and provides leadership for the vet clinic staff. This includes managing relationships, policies and human resource related protocols within the clinic. The Vet Clinic Manager will work closely with the vet clinic staff to help maintain inventory and efficiency within the vet clinic. This person will also work closely with the Chief Veterinarian and other staff to help maintain best practices and provide high quality medical care for the animals sheltered at Wayside Waifs. Additionally, this person sets the tone for excellent customer service to adopters, volunteers, foster parents, and the staff. Finally, they are a vital colleague to other managers and departments in helping with the overall success of Wayside Waifs.

PRIMARY ACCOUNTABILITIES

- Supervision, management, and leadership for vet clinic staff.
- Oversight and leadership of surgical schedule and daily clinic flow
- Maintain the highest standard of customer service.
 - 1) Maintain a professional manner at all times and be respectful to other staff and clients.
 - 2) Assist adopters with making informed decisions about their pet's care.
 - 3) Discuss difficult medical conditions with clients in a compassionate manner.
 - 4) Co-management of approximately 10 volunteers.
- Ensure all daily tasks and inventory are completed in a timely manner.
- Work closely with the veterinarians and staff to ensure the highest quality of medical care for the animals at Wayside Waifs.
- Collaborate with other managers and participate in the Manager-on-Duty schedule.

ESSENTIAL FUNCTIONS & DUTIES:

- Schedule vet clinic team to ensure coverage of the clinic during routine days, vacation, holiday, and emergency closure.
- Manage and mentor vet clinic team members in position tasks, professional growth, and onboarding.
- Manage vet clinic team member hourly time cards.



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FT position. Weekdays typically 8:00am to 5:00pm with some evenings, weekends and holidays required. Also the ability to have schedule be flexible in times of staffing needs.