

Practice Manager NoPa

Description

We are hiring an extraordinary Veterinary Practice Manager (internally referred to as 'Clinic Manager') to help us realize our mission to better the lives of animals by building a place that's better for all of us who love them. The manager in this role will work towards building exceptional veterinary care teams, have excellent communication skills, ensure accountability, instill trust and build relationships, develop their team, and thrive in a cross-functional environment. The Clinic Manager will be responsible for ensuring clinics are operating at optimal utilization through a focus on 1) people – right people in the right roles; 2) development of skills – to build effective teams and a pipeline of talent; 3) scheduling and staff deployment to ensure we're staffed according to our operating plan. In this role, we are looking for a leader who is passionate about pets and the people who love them, and is excited about coaching and mentoring to help us bring our mission to life as we grow. What you'll be working on: Leading a team of passionate and diverse individuals, empowering the hospital team to deliver an unparalleled client experience both in-clinic and virtually Managing individual performance of team members and ensuring accountability with respect to work quality, client satisfaction, teamwork, patient care, and embodying Modern Animal values Owning the appointment scheduler, dedicating adequate time to forward-planning and maximizing productivity Building effective teams, starting with the hiring process, ensuring an appropriate mix of skills, perspectives, and experience. Identifying development opportunities for team, providing regular feedback and accountability to ensure ongoing growth and skill development resulting in productive clinic operations, placing optimal skillsets across workflows Advocating for your team to ensure that they feel heard and their perspective is visible during leadership discussions Collaborating with team to create regular meeting agendas, leading and conducting monthly meetings, providing opportunities for team members to present to peers Participating in the utilization of innovative technology, evaluation of systems, giving frequent, productive feedback Creating and managing staff work schedules, including DVMs, based on operating plan by appointment flow and ensuring clinic utilization by solving for future staffing gaps or developmental/skill gaps Approving and monitoring timesheets Management of relief coverage Aiding in conflict resolution among team members and clients, collaborating with Area Clinic Manager and HR when needed Ensuring client escalations are addressed personally or routed to appropriate parties for prompt resolution Implementing the Modern Animal cultural vision by encouraging flexible scheduling, self-compassion, and a blame- and judgement-free work environment Leading and participating in activities that support the well-being of veterinary practitioners by making the profession both joyful and sustainable Ensuring supply levels and resources allow team to function at optimal capacity Fostering an environment of continuous learning, improvement and excellence Living and modeling the Modern Animal vision by encouraging work/life balance, self-compassion, and a blame- and judgement-free work environment Why you'd be a great fit: 5+ years of leadership role experience with a passion for people leadership Previous veterinary experience preferred but not required Creates a feeling of belonging and strong team morale Fosters open dialogue and collaboration among the team Instills trust and gains confidence of others through honesty, integrity, and authenticity Forward thinker who enjoys living curiously A collaborative go-getter, willing to roll-up sleeves and be hands-on Effective communication skills, utilizing various methods Operates with high emotional intelligence and exceptional communication skills What you can expect from us: Excellent medical, vision, & dental coverage with various options to choose from 401k savings plan with a company match Flexible time off & paid parental leave Free membership to Modern Animal for your pets and discounts on

Hiring organization

Modern Animal

Job Location

San Francisco, California, United States

Base Salary

\$ 140000 - \$ 200000

Date posted

April 24, 2024

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extra services Free membership to One Medical for primary care Access to behavioral and mental health services through Ginger A collaborative team who has your back and will welcome you as part of our pack The job of Clinic Manager at Modern Animal requires regular evening and weekend work, managing direct reports as well as working closely with the shift leads working with clients experiencing emotional distress and/or frustration, and handling uncooperative patients. This position will be based in our NoPa clinic with occasional travel required locally for training and cross functional meetings with our Office Team members. The pay range for this position is \$82,000-\$111,500 annually; however, base pay offered may vary depending on job-related knowledge, skills, and experience. A sign-on bonus and equity grant units may be provided as part of the compensation package, in addition to a full range of medical, financial, and/or other benefits, dependent on the position offered. This information is provided per the California Pay Transparency Act. Base pay information is based on geographic location. Please mention the word ****EARNESTLY**** and tag RMzUuODcuMjM3LjQx when applying to show you read the job post completely (#RMzUuODcuMjM3LjQx). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com