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**Outpatient Clinic and Client Services Supervisor**

 *FLSA Status: Exempt*

**SUMMARY** The Outpatient Clinic and Client Services Supervisor will be primarily responsible for all duties relating to the veterinary nursing care of animals, supervision of all nursing and client services staff, as well as communication with clients. These responsibilities will vary with the current needs of the staff, the season of the year and the individual abilities demonstrated by the employee.

**PRINCIPAL DUTIES**

* Monitor and supervise veterinary nursing staff and client services staff and ensure organizational policies and procedures are followed by said staff.
* Schedule nursing staff to provide adequate and appropriate coverage in correlation to the daily work duties.
* Provide support to staff veterinarians, Practice Manager and Medical Director by assisting in implementing training, employing new policies and procedures, and ensuring all standards of veterinary nursing care and client services are upheld.
* Ensuring all shelter animals receive a thorough and timely intake in accordance with the PSPCA’s Animal Intake Process and Vaccine Protocol.
* Catalog and submit inventory needs in a timely and routine basis.
* Oversee that all assignments and tasks are completed by veterinary nurses and client services.
* Assist the Practice Manager with staff and resource management to successfully maintain the annual budget of laboratory fees and staff wages.
* Maintaining a current and well-rounded knowledge of all medication administration routes, equipment use, patient monitoring, medical care, pharmacology, medical terminology and medical restraint, as well as laboratory, radiology and surgical pre and post-op procedures.
* Maintaining a current and well-rounded knowledge of client service protocol and procedures.
* The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

**EDUCATIONAL REQUIREMENTS AND QUALIFICATIONS**

* Minimum High School diploma or GED required; some college, trade, vocational school, college or further education preferred.
* Must be proficient using computer. Knowledge of Internet, Microsoft Word and Excel required, knowledge of PetPoint Animal Management System, Cornerstone software and web based software a plus.
* CVT or minimum of three years’ experience in the veterinary field working as a veterinary assistant or technician Supervisor

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times.
* Strong problem solving skills – focusing on finding solutions to problems and challenges.
* Strong organizational and computer skills.
* The ability to remain pleasant and calm even in stressful situations as well as the ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
* Flexibility, ability to manage multiple tasks.
* Ability and initiative, work with minimal supervision and direction.

**IMMEDIATE SUPERVISOR** Medical Director

**HOURS** FLSA STATUS: EXEMPT POSITION Minimum of 8 hours per day, 40 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. Includes weekends, night, holiday and on-call work.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer.

The Pennsylvania SPCA is an equal opportunity employer.