

## **Veterinary Business Manager Job Description:**

This term position from May 2022 to April 30, 2023, would work with a team of three other members of the VTH management team, and under the direction of the Assistant Dean of Clinical & Professional Programming, serving as Veterinary Business Manager of the VTH. The VTH management team work together to supervise the administrative and technical support staff within the hospital; support the supervision of the emergency service; ensure smooth day to day operations; foster an environment that optimizes the client experience, patient care, and student learning; and create and follow policy that leads to long-term, sustainable vision planning for the VTH. Specifically, the Veterinary Business Manager will focus on:

### **Human Resources:**

- a) The supervisory duties of this position will focus on the emergency services team (Direct supervision of 12 people)
- b) Assisting in the supervision of the clinical veterinary team with the assistance of the Assistant Dean Clinical & Professional Programming.
- c) Performance management and performance review conversations for all staff under their purview
- d) Assist in performance management and performance review of the clinical veterinary team.
- e) Hiring of technical staff, clinical veterinarians, and support staff
- f) Support and back up the Operations Manager and Client Liaison Manager with respect to staffing, vacancy management, leave management, etc
- g) Assist with identifying vacancies and staffing needs in the emergency service and throughout the VTH to proactively optimize staffing levels for the various services within the VTH
- h) Provide advice and guidance with respect to personnel matters including mediate personnel issues, assist faculty with complaints/concerns, evaluating processes, and facilitating changes and improvements
- i) Maintain compliance with University policies/procedures and the collective agreements as they directly relate to accurate management of HR, including following through with disciplinary procedures.

### **Business Process & Financial Management**

Part of this role is to provide support on business process and financial management, and this individual, alongside the Assistant Dean, is a point person for matters in the VTH pertaining to business processes and financial management including:

- a) Provide administrative support to the Assistant Dean by monitoring and assisting in the efficient operation and management of the financial resources of the VTH
- b) Prepare financial statements and reports, including the preparation of quarterly and annual business reports, advisory council reports, accreditation reports, etc.
- c) Assist in monitoring and forecasting VTH revenue and expenditures

- d) Review statistical reports on the VTH overall and its units to help assess expenditures and revenue
- e) Ensure compliance with UPEI purchasing policies and work with procurement on the tendering process
- f) Assist and participate in the budget management process
- g) Assist in the development of fee structures and bundle package pricing within the VTH
- h) Assist in the routine review and updating of fees and ensure that fees are current and updated in the computer-based billing system for all services
- i) Assist IT/Process Manager with the financial aspects of inventory management

### **Operations Management**

- a) Participate in strategic planning and policy development as it pertains to the VTH
- b) Assist, support, and participate as a member of the VTH administration team
- c) Promote and enable the delivery of high-quality client service among VTH faculty and staff
- d) Participate in routine service and staff meetings and facilitate process change and improvements
- e) Work in close collaboration with the Assistant Dean Clinical & Professional Programming, Dean's office, and other members of UPEI administration
- f) Participate in the on-call schedule for after-hours management of the VTH

### **Primary Emergency Clinic and Evening Support**

- a) Provide reports and analytics on the revenue, expenditures, and projections associated with the emergency clinic
- b) Work with Client Liaison Manager and the External Engagement Officer in maintaining a communications strategy and referral relationships
- c) Assist with contract management for the participating Island clinics
- d) Support the evening transition period in the hospital to:
  - o Ensure optimal staffing and fill staffing vacancies
  - o Respond to client and referring veterinarian concerns
  - o Provide oversight within the hospital (front desk, ICU, and emergency services) to ensure the evening operations are optimized
  - o Work with Operations Manager on facility and operational needs
  - o Work with the Client Liaison Manager on client services needs
  - o Work with the IT Manager on optimizing systems and processes for primary emergency clinic users for the after-hours time frame

### **Qualifications and requirements:**

#### **Skills required:**

- Doctor of Veterinary Medicine with business/management experience -or- minimum 4 year business degree with veterinary clinical experience -or- the equivalent combination of education and relevant experience (RVTs would be considered)
- Minimum of 3 years of experience in veterinary medicine

- Preference given to an individual with experience in veterinary practice management
- Preference given to an individual with experience in managing people
- Strong organizational skills and ability to effectively manage multiple priorities
- Strong analytical and problem-solving skills
- Detailed knowledge of and experience in working with computerized accounting systems or electronic medical records systems, spreadsheets, and database software
- Excellent interpersonal and communication skills – verbal and written
- Additional skills training in communications, marketing, or business administration an asset
- Experience within a unionized environment would be an asset
- Willingness to participate in the on-call schedule with other managers in the VTH
- Willingness to work outside of regular business hours (this shift is currently under review but is likely to be scheduled for afternoons/evenings).