

## THE UNIVERSITY OF PRINCE EDWARD ISLAND

### POSITION DESCRIPTION

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**BUSINESS TITLE:** Client Liaison Manager  
**EMPLOYMENT GROUP:** Management and Professional Employee Group  
**VP/FACULTY:** Veterinary Teaching Hospital  
**DEPARTMENT:** Atlantic Veterinary College

### JOB SUMMARY

This leadership position within the VTH would work with three other managers within the VTH, and serve as the manager of the client experience within the hospital (clients include both referring veterinarians and animal owners). Specifically, the responsibilities of this position are:

### ORGANIZATIONAL STATUS

Client Liaison Manager reports to the Director of the Veterinary Teaching Hospital at the Atlantic Veterinary College at the University of Prince Edward Island.

### DUTIES AND RESPONSIBILITIES

#### Human Resources:

- a) Direct Supervision of Technical Service Staff (~15 people)
- b) Co-supervise all the technical staff in the hospital (~40 people)
- c) Performance management conversations for technical staff under their purview
- d) Performance review conversations for technical staff under their purview
- e) Hiring technical and administrative staff
- f) Back up the Operations Manager with respect to staffing, vacancy management, leave management, etc. when they are away from the hospital
- g) Assist with identifying vacancies and staffing needs in the VTH to proactively optimize staffing levels for the various services within the VTH
- h) Provide advice and guidance with respect to personnel matters to the various services within the hospital, 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 agreement as they directly relate to accurate management of HR, including following through with disciplinary procedures.
- j) Coordinating orientations and training for students, staff, faculty, locums

- k) Coordinate the creation of employee manuals and training programs through the VTH. Ongoing evaluation and maintenance of these programs.
- l) Coordinate the recruitment, hiring and scheduling of students for periods like summer break, Christmas, spring exams, and casual help throughout the year.
- m) Oversee professional development of staff and facilitating staff engagement

### **Client Liaison**

- a) Primary point person for client and referring veterinarian complaints including working with faculty, staff and students on these complaints/concerns, documenting, liaising with clients and referring vets, and adhering to policy to effectively resolve complaints.
- b) Establishing and ensuring that standards of care are achieved throughout the hospital for clients and animals.
- c) Ensuring that effective communication strategies are utilized throughout the hospital with respect to faculty, staff, and students when communicating with clients and referring vets. This includes ensuring appropriate and ongoing training is provided.
- d) Promote and enable the delivery of high quality client service among VTH faculty and staff.
- e) Liaise with internal departments who are clients of the VTH (including diagnostic services, researchers, departments, etc.) and ensuring their needs are met with respect to service.
- f) Work with all stakeholders to optimize the client and referring vet experience.
- g) Support clinicians, billing officer, and billing auditors to ensure bill updates are done, clients are kept updated of plans and future charges, and financial planning to ensure expectations are clear. Develop protocols for helping to navigate billing, payments, and insurance/financing options.
- h) Development and support of communications with various external stakeholders including assisting with promotional events, social media marketing, newsletter/bulletin communications.
- i) Assist and support in the grateful client program
- j) Surveying- Responsible for maintaining and compiling client and rDVM survey responses and addressing complaints and accolades through that process.

### **Operations Management**

- a) Participate in strategic planning and policy development as it pertains to the VTH.
- b) Support the IT Manager in troubleshooting various technologies within the VTH and liaising with providers including Cubex, RxWorks, and SmartFlow.
- c) Collaborate with the IT Systems Manager to optimize the IT systems platforms, processes, and user interactions in the VTH context.

- d) Reporting- assist in the development and maintenance of reports for certain grants (e.g. Sir James Dunn Care of Homeless Animals and Pegasus grants) to ensure ongoing funding and relationships with stakeholders associated with these grants.
- e) Assist, support, and participate as a member of the VTH administration team.
- f) Participate in routine service and staff meetings and facilitate process change and improvements.
- g) Work in close collaboration with Hospital administration, the Dean's office, and other members of UPEI administration.
- h) Participate in the on-call schedule for after-hours management of the VTH

### **Financial Management**

- a) Assist in the development of fee structures and bundle package pricing within the VTH.
- b) Assist in the routine review and updating of fees

### **QUALIFICATIONS**

#### **Skills required:**

- Undergraduate degree in business, veterinary medicine, or related field and 5 years of management experience required, or equivalent relevant experience and education. Preference given to an individual who has experience in HR or managing numerous individuals
- Veterinary office management background required with preference given to Veterinary Office Managers (CVPM, RVTs or DVMs)
- Additional skills training in communications, marketing, or business administration an asset
- Excellent computer skills required including proficiency in Microsoft Office suite of products, iOS, and ability willingness to learn new software packages.
- Experience with veterinary electronic medical records keeping and management is required.
- Experience with communications and complaints resolution with at least 2 years' experience in client communications and responsibility for resolving complaints in a clinical setting (either veterinary or medical)
- Willingness to participate in the on-call schedule with other managers in the VTH