

THE UNIVERSITY OF PRINCE EDWARD ISLAND

POSITION DESCRIPTION

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

JOB SUMMARY

This person would work with a team of three other members of the VTH management team, serving as the manager of the business side of the operations within the VTH (including both regular operations and the newly developed primary emergency clinic set to open in October 2019). The VTH management team work together to supervise the administrative and technical support staff within the hospital; 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:

ORGANIZATIONAL STATUS

Veterinary Business 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) The supervisory duties of this position will focus on the business office and client services team. Given the involvement of this role in the development of the primary emergency clinic, this position will also support the primary emergency clinic veterinarians (2.6 FTE veterinarians) and support the supervision of the primary emergency clinic support staff. This includes:
 - a. Performance management conversations and performance review conversations.
 - b. Assisting in hiring primary emergency services staff
 - c. Assist in orienting and training staff around policies for the primary emergency clinic
 - d. Assist in the creation of employee manuals and training programs for the primary emergency service
- b) Support and back-up the Operations Manager and Client Liaison Manager with respect to staffing, vacancy management, leave management, etc. when they are away from the hospital

- c) 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

Business Process & Financial Management

The primary focus of this role is on business process and financial management, and this individual is the point person for matters in the VTH pertaining to business processes and financial management including:

- a) Monitor and assist in the efficient operations 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) Monitor and forecast 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) Participate in the budget management process
- g) Participate in the development of fee structures and bundle package pricing within the VTH
- h) Participate 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 inventory

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 VTH administration, Dean's office, and other members of UPEI administration

Primary Emergency Clinic Development

Another major focus of this position is to assist in the development of the new primary emergency clinic within the VTH. This will involve

- a) Development, including:
 - a. Book meetings with 11 primary care clinics and attend with other VTH administration members to discuss the nature of the clinic plan moving forward, relevant dates/deadlines, and costs, and to gather input on pricing and additional information on operational logistics and needs

- b. Meet with current staff and faculty to discuss the plan and to gather input on perceived challenges and work with the VTH administration on integration of the clinic into current hospital structure and policies
 - c. Contact industry partners to discuss the plan and to submit proposals for funding consideration
 - d. Work out final details of the clinic operations and have subscriptions with contracts secured from member clinics
 - e. Work with IT systems manager and other members of VTH administration to create the new emergency clinic in RxWorks and build pricing, templates, estimates, forms, and other relevant documents
 - f. Work with the administrative team to create policies, procedures, internal documents, other relevant details
 - g. Build advertising campaign, brochures, pamphlets, and other marketing materials for internal clients and PEI veterinary clinic partners
 - h. Hire and assist in the training of all primary emergency clinic staff
 - i. Assist with the opening of the clinic
- b) Provide reports and analytics on the revenue, expenditures, and projections associated with the emergency clinic to help in the assessment of its long term sustainability
 - c) Work with Client Liaison Manager in maintaining a communications strategy and referral relationships.
 - d) Work with Operations Manager on facility and operational needs
 - e) Work with the IT Manager on optimizing IT systems and processes for primary emergency clinic users

QUALIFICATIONS

Skills required:

- Undergraduate degree in Business
- Minimum of 2 years of accounting, business management, or business analytics experience
- Management experience would be considered an asset with preference given to an individual who has 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 and/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