

**Job Title:** Spay Neuter Center manager

**Department:** Veterinary Services

**FLSA Exemption:** Exempt

**Supervisor:** Chief Veterinarian

**Salary:** 60,000-\$75,000

### JOB SUMMARY

The Spay Neuter Center manager manages the day-to-day operations for the public Spay/Neuter Centers at both Hawaiian Humane Society's Mo'ii'ili campus and Kosasa Family Campus. The Spay Neuter Center manager is responsible for achieving clinic goals and supervising support staff to ensure the effective and efficient operation of the clinic. The manager provides supervision and leadership of the Spay/Neuter Clinic coordinators, staff, and volunteers.

### DUTIES & RESPONSIBILITIES

1. Manages clinic staff including, but not limited to:
  - Recruitment, hiring, and supervision
  - Maintains clinic employee records
  - Manages clinic staff schedules and time off requests
  - Provides ongoing performance feedback
  - Oversees staff training
  - Scheduling of employees to ensure appropriate coverage
2. Manages clinic operations including, but not limited to:
  - Ensures policies and procedures are maintained and updated as needed
  - Ensures that all animal handling, disease control, and patient care protocols are followed
  - Ensures the clinic has proper working equipment and supplies and that the clinic is in compliance with all regulations and codes
  - Ensures that the public receives world-class customer service that is courteous, respectful and professional
  - Handles client complaints or concerns
  - Fills in for other positions in the clinic where needed
  - Conducts and participates in meetings with staff to review procedures, discuss workplace issues and share ideas. Meets with leadership to develop long-range programs, review policies and procedures, and financial statements.
3. Financial Oversight
  - Annual budget creation
  - Manages clinic's resources within budget guidelines
  - Measures clinic performance with regards to finances and specific program services and maintains regular clinic reporting
  - Markets the clinic to increase client base by outreach to the public and develops relationships with humane and professional agencies for referrals
  - Assists Communications and Development Departments with appeals, newsletters, social media posts, and website materials
  - Assists Development Department with securing ongoing funding for Spay/Neuter Centers through donor relations, corporate sponsorships, in-kind donations, special events, and by increasing client usage at the clinic

- Maintains clinic inventory to ensure proper spending and ordering
  - Ensures daily deposits are made
  - Reviews financial statements from Finance Department and adjusts spending to remain within budget on all line items
4. Media
- Assists Communications Department with media inquiries and social media posts related to clinic
  - Assists Communications and Development Departments with clinic promotions, marketing, and fundraisers
  - Actively promotes spay and neuter, and educates clients on responsible pet care
  - Represents the clinic in a professional, courteous manner
  - Participates on committees and special projects including speaking engagements and community education
  - Attends management meetings to provide updates on clinic operations
  - Other duties as assigned

#### SKILLS & SPECIFICATIONS

This position requires multi-tasking in a fast-paced, dynamic environment. Flexibility and adaptability will be invaluable as job duties may fluctuate from day to day and even moment to moment. The ability to communicate assertively and effectively with staff and clientele is essential. The ideal candidate will demonstrate self-initiative and the capacity to work independently. The Spay Neuter Center manager must be able to objectively evaluate clinic logistics and implement working solutions to inefficiencies in real time. Work duties may include weekends and evenings, and the Spay Neuter Center manager should anticipate occasional disruptions of his/her personal life after work hours (employees calling off, scheduling crisis, etc.).

#### EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES

1. Bachelor's degree
2. Customer service experience
3. Two years' supervisory experience
4. Experience with media and working with external stakeholders
5. Experience with creating and maintaining budgets
6. Working knowledge of Microsoft Word and Excel
7. Registered Veterinary Technician (RVT) or Veterinary Technician experience is a plus
8. Minimum of two years as a Vet Assistant or higher in a clinical environment or animal shelter preferred
9. Familiarity with Spay/Neuter Alliance methods and protocols a plus

#### JOB REQUIREMENTS

1. Must be able to learn basic veterinary medical concepts including, but not limited to, vaccine protocols and anesthetic risks
2. Will be asked to communicate with the public on a daily basis in a professional manner

#### EMOTIONAL/MENTAL REQUIREMENTS

1. Must be able to work under stressful conditions and work efficiently and effectively under those conditions
2. Must be able to cope with death either due to surgical complication or humane euthanasia
3. Ability to rapidly and accurately process information
4. Ability to delegate tasks and make decisions

#### WORK ENVIRONMENT

The offices and operations of a high-quality, high-volume spay/neuter clinic can be high stress and very busy at times. The schedule can change and may require weekend or evening hours to complete the job. The Spay Neuter Center manager can expect to work some holidays, depending on clinic and organizational needs. Traveling and training may require travel. Candidates must be flexible with schedule changes on short notices.