

**WellHaven Pet Health**  
**Job Description**  
**Practice Manager (PM)**

**Job Summary**

The Practice Manager plays a vital role in the hospital's leadership under the guidance of the Principal Doctor. Primary responsibilities include ensuring top-tier veterinary care and exceptional client service, fostering a motivated and productive team, maintaining (or exceeding) budget goals, and growing the hospital. This role involves collaborating with the Principal Doctor to optimize profitability and hospital productivity while maintaining strong working relationships with the entire team.

**Key Responsibilities**

*Main Accountabilities:*

- Partner with the Principal Doctor to uphold the WellHaven brand by providing consistent, high-quality veterinary care and exceptional service to patients and clients
- Maximize hospital efficiency, productivity, and profitability through effective management practices
- Oversee and train employees in delivering professional, efficient, and exceptional client service, including educating clients about Wellness Plans, preventive care, pet health needs, hospital services, and marketing campaigns
- Effectively address and resolve conflicts, whether involving clients or employees
- Partner with Operations Service Manager, Principal Doctor, and others to interview, select, train, develop, coach, and mentor employees
- Manage basic Human Resource activities, such as new employee onboarding, benefits, workers' compensation, recruiting, coaching, and counseling
- Manage para staff performance, development, and improvement plans, motivating teams to achieve set goals. Conduct regular development discussions with para staff
- Develop annual plans, budgets, and hospital productivity targets in partnership with the Principal Doctor and Operations Service Manager
- Responsible for cash control, banking, loss prevention, office and medical supply ordering, and inventory management
- Track and maintain record of required license and certificates to ensure they remain current and do not lapse
- Create and maintain veterinarian's and para staff schedules to meet client needs, following WellHaven guidelines, while proactively planning personal and continuing education time off
- In conjunction with the Principal Doctor, take responsibility for community outreach, events, and external marketing efforts to promote the hospital
- Ensure compliance with all WellHaven policies and procedures, as well as local, state, and federal laws
- Oversee the medical chart process to ensure thoroughness and accuracy, consistently meeting hospital quality control standards

- Partner with the Principal Doctor to implement effective communication strategies to foster employee engagement
- Take an active role in, or lead, hospital team meetings

*Customer Service Delivery:*

- Consistently provide professional, efficient, and exceptional service
- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients
- Effectively adapt to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

*Other:*

- Lead and guide the team to ensure the hospital meets safety standards and regulations set by the DEA and OSHA. Meet all OSHA standards and regulations as outlined in company policies
- Ability to perform other job duties as assigned

**Required Skills and Knowledge**

*Demonstrated ability to:*

- Uphold integrity and ethics in all actions and behaviors
- Develop direct reports by guiding, coaching, and mentoring to help them reach their full potential, achieve their professional goals, and contribute effectively to the success of the organization
- Identify, address, and resolve conflicts effectively and professionally
- Drive for results by demonstrating motivation and determination to achieve goals and deliver high-quality outcomes
- Ensure team is providing high-quality and safe medical services
- Remain action-oriented and effectively set priorities
- Work well in an extremely fast-paced work environment, remaining calm and resilient
- Learn new computer software systems (EMR, Scheduling, etc.)
- Provide a high level of accountability

**Education and Experience**

- High School Diploma or equivalent
- Associate degree or higher in a related discipline (such as business management) a plus, or must have the education, training, and experience that provides the required knowledge, skills, and abilities
- WellHaven hospital experience and/or previous experience as a supervisor/manager in veterinary medicine or health-related industry
- Veterinary technician certification, licensure, and experience (preferred)
- Certified Veterinary Practice Manager (CVPM) or Veterinary Management Institute (CVPA) certification a plus!

**Work Location, Environment, and Physical Requirements**

- The Practice Manager position is performed onsite at our hospital or an approved offsite event location. Remote work is not available for his position

- Hospital environment includes limited space, smells from pet waste, and noise (barking, etc.)
- Position requires 40+ hours per week to complete essential job duties and to meet client needs and work volume. Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Able to stand, walk, stoop, kneel, crouch, and climb
- Good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, operate equipment, and read information
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Ability to lift 50+ pounds
- May routinely be exposed to pets that may bite or scratch, biological hazards, anesthesia medications (smells), radiation if near Xray machine, prescription medications, including controlled substances

### **Equal Opportunity Employer – Commitment to Diversity**

WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

In accordance with federal, state, and local law, WellHaven may provide reasonable accommodation to known physical or mental limitations of applicants during the hiring process and to an otherwise qualified employee with a disability unless the accommodation would impose an undue hardship on WellHaven. For more information, please contact WellHaven HR at [HR@wellhaven.com](mailto:HR@wellhaven.com).