

JOB DESCRIPTION

ASSISTANT HOSPITAL MANAGER



ACCESS
Specialty Animal Hospitals®

Welcome

ACCESS Specialty Animal Hospitals are some of the most advanced, inclusive, and progressive veterinary multi-specialty referral hospitals in Southern California. Here there are lots of opportunities for your career growth and development. While we offer benefits normally associated only with large hospitals, our specialty culture nurtures a collaborative team environment that is the envy of many. **ACCESS is opening our newest, cutting-edge specialty animal hospital in Pasadena and we are looking for an Assistant Hospital Manager who loves people who love animals.** Want to make a difference leading a veterinary hospital team in a fast-paced environment, please read on!

Requirements

- Responsible for upholding the principles of Quality, Integrity, Compassion, and Service in all interactions
- Set standards for, support, and enforce quality control within the Client Care department
- Support Hospital Manager in client, employee, and financial matters
- Be a point of contact to allow for consistent representation of administrative support to lay staff members

Duties and Responsibilities

- Provide indirect oversight to the individuals working within the Client Care department ensure their work product is excellent
- Provide indirect oversight of the auditing of all records for patients that have been checked in to ensure consistency and quality control
- Receive, review, and resolve problems or concerns brought up regarding the performance of the front desk staff
- As needed, perform employee counseling, reprimands, or give accolades. Provide guidance and direction to Client Care Team Members, including setting performance standards and monitoring performance
- Oversee interview process for any appropriate applicants and review applicants while they are performing working interviews
- Oversee new employee orientation
- Oversee inventory and purchasing of office supplies utilized by front desk
- Oversee all regular Client Care meetings verifying that all action items from each meeting are handled before eliminating them from the list of Items to Complete
- Motivate and inspire the front desk staff supervisors and managers to provide high quality care to the patients and clients of ACCESS, while working to ensure that actions

- support the hospital, doctors, and the hospital principles of Quality, Integrity, Compassion, and Service
- Arrange for travel for any hospital personnel or interview candidates as requested
- Oversee the Daily Income Reports completed by the Administrative Assistant, assuring all information is accurate prior to sending to the executive team
- Assist Hospital Manager with all special projects as assigned
- Oversee the completion of all necessary paperwork for workers' compensation claims
- Organize all requested meetings including hosting staff benefit programs, interviews of potential employees, and staff meetings as requested
- Coordinate and handle recruitment efforts at the direction of the administrator
- Oversee new hire efforts, including priming of all employees in payroll software, provision of all new employee required paperwork to HR company, ordering of all essential employee materials (business cards, scrubs, key cards, lab coats, etc.), and announcement of new hires to staff
- Oversee on-boarding of assigned new employees, including hosting orientation programs
- Coordinate any and all assigned projects with thoroughness and attention to detail
- Coordinate any facility management efforts as assigned
- Recommend any projects, processes, or relationship development that is believed to enhance or improve the well-being of the business
- Coordinate and execute cultural and appreciation events for staff
- Responsible for client refunds within a timely manner (PayPal)

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Qualifications

- Must have detailed knowledge of the Client Care job functions and workflow systems
 - Must possess a basic foundation of communication and leadership skills
 - Teachable and coachable with a thirst for knowledge of leadership and management skills
 - Candidate should be well versed in Microsoft Office programs and veterinary practice management software, possess excellent project management and organizational skills, and have a strong attention to detail.
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To Apply

Please email your resume and with a brief introduction that helps us get a sense of why you want to work with ACCESS, how you think, and what you care about.

Email to: APcareers@accessvets.com

ACCESS is an Equal Employment Opportunity (EEO)

ACCESS Specialty Animal Hospitals provides equal employment opportunities to all employees and applicants in all company facilities in accordance with applicable federal, state and local laws. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.
