Acorn Animal Hospital
Hospital Administrator Job Description

Job Title: Hospital Administrator
Department: Administration
Reports To: Practice Owner
FLSA Status: Salary, Exempt
Effective Date: 
Approved By: 
Revised Date: 

Summary:

A Veterinary Hospital Administrator is charged with the responsibilities of managing the business activities of a veterinary practice. A hospital administrator must possess specific character traits, and strong, moral and ethical professional values. It is the responsibility of the Hospital Administrator to utilize sound principles in order to maximize practice profitability and value in accordance with the owner’s goals and vision by having direct authority and decision making responsibilities over all business aspects of the veterinary practice.

Essential Duties and Responsibilities:

Include the following, other duties may be assigned

Human Resources:

- Plans and schedules for optimal staffing to assure maximum productivity and service.
- Recruits, interviews and hires practice team members.
- Plans, organizes and facilitates regular team meetings.
- Supervises team members and acts as the direct authority regarding performance, disciplinary procedures, discharging and all the legal responsibilities of employment.
- Mediates all personnel problems, maintains team member morale and motivation.
- Completes regularly scheduled performance reviews to maximize team member potential.
- Development and implementation of employment benefit programs.
- Develops and maintains team member training program to assure:
  - All team members are properly trained.
  - Team members are developed through a focused continuing education program.
- Develops reviews and maintains a comprehensive set of employment policies and employee manual.
- Maintains confidential employee files.
Financial:

- Develop and implement financial budget to maximize profitability.
- Oversee payroll processes to assure team members are correctly paid and costs are managed appropriately.
- Analyze and report key financial indicators. Develop strategies to address trends.
- Manage petty cash account.
- Reviews and/or purchases supplies and equipment assuring that a periodic review is made to assure that optimal prices are obtained.
- Prepare or supervise preparation of all business accounting reports and transactions utilizing QuickBooks accounting software. Audit both the preparer and hospital personnel performance to assure that proper methods and techniques are being used. Maintain chart of accounts.
- Oversees all banking and cash management procedures. Reconcile bank statements with practice management software.
- Performs periodic review and analysis of fee schedule for services and products. Adjust as necessary to maximize profitability.
- Reviews and/or prepares all accounts payable and receivables and confirms that each is handled correctly and timely.
- Establish and enforce client credit policies.
- Prepares and supervises preparation of all business accounting reports and transactions utilizing QuickBooks accounting software. Audit both the preparer and hospital personnel performance to assure that proper methods and techniques are being used. Maintain chart of accounts.
- Oversees all banking and cash management procedures. Reconcile bank statements with practice management software.
- Performs periodic review and analysis of fee schedule for services and products. Adjust as necessary to maximize profitability.
- Reviews and/or prepares all accounts payable and receivables and confirms that each is handled correctly and timely.
- Establish and enforce client credit policies.
- Prepares VMG reports and assists owner in meeting preparation.

Marketing:

- Develops and implements a detailed marketing plan that includes:
  - Internal marketing/client retention
  - Reminder program
  - External marketing/new client development
- Ensure marketing efforts are productive with a demonstrated ROI and within budget constraints.
- Analyzes and reports marketing efforts.
- Manages and updates website and social media marketing.
- Addresses client questions and complaints.
- Oversees delivery of consistent client education through relevant handouts and team training.
- Measures and reports client satisfaction. Performs Client exit interviews.
- Establishes active role in local networks, to include:
  - Chamber of Commerce
  - State VMA
  - Local veterinary managers groups

Organization of Practice:

- Oversees all client service activities. Implements strategies to improve the client/patient experience.
- Analyzes patient throughput and scheduling activities. Develops and implements strategies to maximize efficiency and client satisfaction.
- Develops and maintains appropriate inventory system, to include:
Inventory reorder points to maximize annual inventory turns and ensures practice has required items on hand.

- Controlled substance ordering, tracking, security and destruction within DEA regulations.
- Inventory purchases are within budget constraints.
- Inventory levels are accurate and reported at regular intervals. Physical inventory counts are used to verify levels.
- Establishes and maintains vendor relationships.

- Equipment and building are maintained to maximize useful life and minimize repair/maintenance costs.
  - Develops and maintains checklists and logs to track and report maintenance.

- Organizes facility and stock to ensure a safe and efficient work environment.

- Works with veterinarian(s)/Medical Director to establish and maintain delivery of high quality medicine, including:
  - Written standards of care.
  - Medical record standards and audit procedures.
  - Review of all medical forms, update as necessary.

- Oversees all information technology resources and practice management software to maximize efficiency and minimize downtime. Ensures that all team members are properly trained in its use.

Law and Ethics:

- Develops and maintains Risk Management Plan.
- Ensures that practice is compliant with all local, state and federal laws and regulatory agencies, to include:
  - OSHA/OSHA Right to Know
  - DEA
  - FDA
  - City of Franklin
  - State of Massachusetts
- Ensures practice and team members demonstrate high moral character and meet/exceed standards set by:
  - AVMA Code of Ethics
  - Practice statement of Ethics
- Review and oversee all contractual negotiations, to include practice purchase contracts and employment contracts.
- Oversees all information technology resources and practice management software to
- Ensure practice is compliant with all labor/employment laws.
- Develops and implements confidentiality policy to include:
  - Employee
  - Client
  - Patient

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable
accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time Spent on Task

<table>
<thead>
<tr>
<th>Task</th>
<th>None</th>
<th>Less than 1/3</th>
<th>1/3 to 2/3</th>
<th>More than 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Walk</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sit</td>
<td>X</td>
<td></td>
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<tr>
<td>Use Hands to finger, handle, or feel</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Climb or balance</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Stoop, kneel, crouch or crawl</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Talk or hear</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Taste or smell</td>
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<td></td>
<td></td>
<td>X</td>
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</tbody>
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The job requires the following lifting requirements and/or exerted force be performed on the job.

Amount of Time Spent on Lifting Amount

<table>
<thead>
<tr>
<th>Lifting Amount</th>
<th>None</th>
<th>Less than 1/3</th>
<th>1/3 to 2/3</th>
<th>More than 2/3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 10 pounds</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Up to 25 pounds</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
<td>Up to 50 pounds</td>
<td></td>
<td>X</td>
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<td></td>
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<tr>
<td>Up to 100 pounds</td>
<td>X (with assistance)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More than 100 pounds</td>
<td>X (with assistance)</td>
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</table>

I have read and understand the duties of the Hospital Administrator at Acorn Animal Hospital. I am willing and able to meet all requirements of the position. I have been provided a copy of this job description.

_________________________________
Team Member Signature

_________________________________
Date