

### **Office Manager Job Description:**

The Office Manager is responsible for seeing that administrative policies and procedures are followed. The Office Manager's realm of authority and decision-making may be very broad depending on the administrative needs and criteria established.

The Office Manager is responsible for the daily accounting transactions with clients, weekly deposits with the bank, and some inventory management. The Office Manager coordinates scheduling, training, purchasing, and bookkeeping for the practice and may act as liaison between the Hospital Owner(s), Practice Manager, and hospital team.

### **Office Manager is responsible for:**

#### Patient Care:

- Knowledge to execute safe but effective animal restraint using Fear Free protocols, if needed, but should be utilized as a last resort.
- Ensuring the preparation of Fear Free materials for appointments & making sure that they are utilized.
- Weighing every animal that comes in, each time they come in, and making sure the weight is updated in the computer.

#### Personnel:

- Supervises and acts as support for front office staff.
- Maintain a professional and safe environment in the practice and refrain from negative talk, gestures, or implied attitudes that reflect on the hospital.
- Always keep "team mentality" in mind, be prepared and willing to offer assistance and ask for assistance when needed, keep a positive professional outlook, and abstain from gossip or negative observation regarding clients/team members.
- Determine the strengths of staff and delegate responsibilities based on those strengths.
- Offer staff verbal constructive criticism and praise as needed, based on personal observation or as directed by practice manager or veterinarians.
- Assume responsibility & create positive solutions for mistakes made by support staff.
- Monitor compliance with job descriptions and ensure adherence to policies and procedures in accordance with the employee handbook.
- Assign projects during down time if all other work is completed.
- Reviews office staff applications, screens applicants, and narrows the applicant choices before forwarding recommended applicants to the practice manager. Provide input on final candidates.
- Handles performance evaluations for all front office team members, initial 90 day, annual, and performance counseling as needs arise individually, utilizing input from Practice Manager.
- Perform quarterly check-ins for office staff.

- Act as a liaison between doctors and office team members. Discuss disciplinary actions needed with the practice manager and assist with follow through.
- Provide on-the-job training for new office staff in accordance with hospital guidelines.
- Responsible for keeping reception SOP manual up to date.
- Intervene/oversee personnel issues for office staff and assist with conflict resolution including documentation.
- Support Practice Manager in all matters related to staff and keep informed of any conflicts.
- Function as a contact person for clients concerning complaints or problems that the client may be experiencing with the office staff.
- Direct office staff through structuring, scheduling, motivation, and education to produce the highest level of client and employee satisfaction possible.
- Schedule and lead monthly office department meetings.
- Monitor office staff periodically throughout the day, encourage productivity, discourage behaviors that may be detrimental to the positive atmosphere of the work environment.
- Create & maintain monthly schedule for office staff according to hospital needs, while working within a budget.
- Help make decisions regarding time off requests, balancing the needs of the hospital and employees.
- Schedule and lead monthly office staff meetings.

#### Accounting:

- Prepare bank deposit and deposit weekly.
- Ensure end of day transactions are accurate.
- Oversee management of coupon programs to minimize loss and maximize product or monetary reimbursement to the hospital.
- Review and prepare all accounts payable and receivable to confirm that each is handled correctly and timely.

#### General Duties:

- All duties outlined in the Receptionist job description not listed above.
- Understanding the types of medications kept in hospital and where they are located. Also, understanding of commonly used abbreviations like BID, OU, and q24h. Filling prescriptions when labels are printed.
- Maintain advanced knowledge of computer systems with the ability to train other staff members, trouble shoot problems, and add/maintain inventory in system.
- Knowledge and utilization of the tag reorder system for inventory and supplies.
- Assist in maintenance on the outside of hospital as needed.
- Maintains maintenance of hospital housekeeping standards.
- Attends monthly management meetings to report on office staff needs, wants, and concerns.