

Position Title: Hospital Manager
Reports to: Partners
Department: Operations
Status: Full-time, Permanent (40 hours per week)

Overview

Pulse Veterinary Specialty and Emergency is currently hiring for a **full-time**, compassionate, and self-motivated Hospital Manager to join the only privately owned Specialty and Emergency clinic in Alberta.

This is an integral role, as the Hospital Manager's role is to oversee and manage the operations at Pulse Veterinary Specialists & Emergency. This leadership role is extremely important to the practice and will help set the tone for the staff through prioritizing a collegial working culture and embracing the strategy, commitments, and goals of the organization.

The ideal candidate for this position would have experience managing a large entity; strong leadership, organization, communication, and management skills; and anticipatory problem-solving abilities. Although not necessary, experience managing a large specialty and emergency veterinary hospital would be extremely valuable. If this sounds like something you are interested in, and you are an individual who is motivated, empathetic, and passionate about exceptional veterinary medicine and patient care, then this could be the job for you. Please submit your resume today!

Position Summary

The Hospital Manager will be responsible and empowered to use their experience and knowledge to develop and implement the organizational infrastructure for sustainable growth and success of the business. We envision a review of the operations, followed by proposing and executing on remedying identified deficiencies.

The Hospital Manager reports to practice ownership through scheduled weekly meetings. Several department leads will report to the Hospital Manager: Assistant Hospital Manager, Head of Client Services, Head ER veterinarian, Lead ER Registered Veterinary Technologists (Lead ER RVT), and Lead Specialty Registered Veterinary Technologists (Lead Specialty RVT). Due to the nature of this role, the Hospital Manager may be required to respond to calls and inquiries outside of their scheduled working hours.

Duties and Responsibilities

Perform ongoing department assessments, identify deficiencies and areas of opportunity, propose action items for improvement and execute on those recommendations.

With ownership, collectively develop a business road map, and implement the appropriate strategy to achieve goals.

Oversee and work collectively with our existing Human Resource partner and the Assistant Hospital Manager regarding human resource matters including but not limited to recruitment, onboarding, policy development, employee performance reviews, workforce planning, job description development, compensation, and benefits administration, etc.

Understand and ensure compliance with appropriate regulatory agencies, contract law, employment, and labour laws as well as maintaining the confidentiality of all staff clients and patients.

Actively participate in the OH&S committee.

Monitor the online presence regarding social media, search engine tools, and the company website
Receive, address and resolve client concerns directly, and create an organizational system to address client concerns/complaints.

Receive and solve ongoing issues and concerns related to the operations. If possible, proactively identify areas of anticipated challenges and strive to resolve these promptly.

Monitor and provide leadership and management regarding inventory systems including controlled substance ordering, tracking, security, destruction.

Analyze practice and financial reports.

Oversee the payroll process including reviewing schedules, vacation coverage, and timesheets as well as associated filings

Manage accounts receivable and accounts payable

Perform cash flow projections, prepare budgets and long-range fiscal plans.

Oversee and manage the recuperation of outstanding invoices.

Conduct fee analysis, monitor and update fee schedules.

Oversee daily and monthly banking procedures, perform monthly bank and credit card reconciliations.

Other duties may be assigned as required.

Qualifications:

The ideal candidate will have:

Education and Experience

5+ years experience in managing a large entity. Experience managing a large veterinary specialty and emergency hospital would be extremely valuable.

Post-secondary education in management, human resources, communication, or a related field will be considered an asset.

Knowledge, Skills, and Abilities

Demonstrated ability to lead, motivate, and develop teams.

Exceptional interpersonal, verbal, and written communication skills (including presenting skills).

Proven active listening and problem-solving skills.

Can communicate difficult/sensitive information professionally.

Strong time management and organizational skills including the abilities to plan, coordinate, multi-task, and prioritize.

Strong initiative and desire to be an integral key player in the growth and maturation of the Pulse team.

Company Benefits:

The candidate can expect:

Competitive compensation package with a negotiable performance incentive.

Employee health benefits.

Continuing education benefits and professional dues reimbursements.

Personal pet discounts.

An opportunity to utilize their experience, creativity, and skillset to be a significant contributor to a growing practice with access to a diverse team of varied experience and knowledge.