
Auburn University Job Description

Job Title: **Mgr, Vet Practice Operations**

Job Family: No Family

Job Code: **IC28**

Grade 34: \$45,100 - \$75,100

FLSA status: Exempt

Job Summary

Manages the non-clinical operations of a veterinary medical clinic to include daily operations, financial monitoring, and full supervision of the support staff for the facility.

Essential Functions

1. Manages the daily business operations of a veterinary medical clinic to include, but not limited to, monitoring patient flow and practice operations, establishing/improving the clinic structure and processes, developing and administering operational policies and procedures, inventory management, and monitoring financial transactions and clinical activity reports and processes.
2. Manages all billing and collection procedures, to include appropriate coding, and ensures that staff are trained and educated in all regulatory procedures and practices regarding medical coding and billing. Responsible for the safe handling and processing of all bank deposits.
3. Oversees and is responsible for data collection and conducts analysis of data in order to advance programs/service development and expansion, strategy development, priority identification and program planning. Evaluates public awareness and marketing needs for the clinic with the College of Veterinary Medicine marketing team and implements strategies to increase patient load.
4. Monitors delivery of patient services to include forecasting and preparing for all changes needed or impacted by patient load and billing/collecting procedures.
5. Develops processes to monitor and analyze the productivity, patient satisfaction, and financial data for the site and communicates findings to administrators.
6. Serves as the primary point of contact for site related issues, complaints, service delivery, and special events.
7. Interprets, executes, and ensures compliance with related established local, state, and federal laws.
8. Reviews, investigates, and corrects errors in financial entries and reports. Keeps supervisor informed of any irregularities.
9. May perform duties related to payroll, personnel actions, or similar procedures.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

| | <u>Minimum</u> | <u>Focus of Education/Experience</u> |
|--------------------------|----------------|--|
| Education | High School | Degree in Healthcare Administration, Management, Business Administration, or related field desired. |
| Experience (yrs.) | 6 | Experience in healthcare administration, office policy and procedure development, or business management; veterinary clinic experience desired. 2 years of supervisory experience desired. |

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of applicable laws, policies and procedures, and a clinical or business operations knowledge within a healthcare environment..

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 6/4/2019
