

JOB INFORMATION

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|-----------------------|---------------------------------|
| Job Code | IA01 |
| Job Description Title | Mgr, Central Receiving Services |
| Pay Grade | RE09 |
| Range Minimum | \$57,740 |
| 33rd % | \$71,210 |
| Range Midpoint | \$77,950 |
| 67th % | \$84,690 |
| Range Maximum | \$98,160 |
| Exemption Status | Exempt |
| Approved Date: | 1/1/1900 12:00:00 AM |

JOB FAMILY AND FUNCTION

| | |
|---------------|------------------------|
| Job Family: | Research |
| Job Function: | Lab & Field Operations |

JOB SUMMARY

The Manager, Central Receiving Services oversees, leads, and supervises the College of Veterinary Medicine's (CVM) Central Receiving Unit located within the Department of Pathobiology. The Department of Pathobiology is comprised of multiple research and diagnostic laboratories which provide integral diagnostic services to the CVM's teaching hospitals, national reference laboratories, and national and international private veterinary practices. The Central Receiving Service will handle hundreds of diagnostic and research samples on a weekly basis through an established protocol for handling, accessioning, and processing these samples in a safe, efficient, traceable, and timely fashion.

RESPONSIBILITIES

- Leads and oversees day-to-day operations of Central Receiving Services and supervises the personnel of Central Receiving for the Department of Pathobiology by serving as the point person for all carrier services, by managing the training of all Central Receiving Services personnel, by supervising other employees, by training, evaluating, and making or recommending pay, promotion or other employment decisions, by overseeing courier services to area veterinary clinics, by developing, revising, and optimizing processes for accession receiving functions, by establishing appropriate policies and procedures that maintain strong customer relationships and deliver quality customer service with a high level of customer satisfaction.
- Enters accession diagnostic and research pathology cases into VetView with the primary goal of ensuring cases are accessioned accurately and in a timely manner with no errors or omissions, thus ensuring database integrity.
- Serves as veterinary information system superuser for the diagnostic laboratories. Oversees digital organization of specimen data and facilitates access to database searches for retrospective studies utilizing banked specimens. Serves as liaison for the diagnostic laboratories, veterinary clinics, and other external stakeholders navigating the veterinary information system. Works closely with IIT department and software developers to identify, develop, and integrate processes specific to diagnostic services. Oversees website content for all Pathobiology laboratories to maintain current information.
- Checks invoices for accuracy, ensures invoices are mailed within the first week of each month, and confirms payments are posted accurately each day.
- Communicates with submitters and stakeholders in a courteous and timely manner regarding billing/payment issues. Refers diagnostic or case-related questions to pathologist.
- Receives and processes all revenue associated with diagnostic laboratories in the Department of Pathobiology. Generates reports and may assist with budget development and annual statistics on specimen type and revenue. May delegate clerical tasks to Central Receiving personnel. Provides research data for veterinary research projects.
- Disseminates pathology reports to outside submitters within 6-12 hours of finalization.

RESPONSIBILITIES

- Assists pathologists and graduate students with VetView trouble-shooting so that issues are resolved or referred to IIT personnel quickly.
- Maintains diagnostic pathology records and databases in an organized and accessible manner. Generates production-related reports as requested by supervisor or department head. These reports will be generated on an established schedule or as requested.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

| Education Level | Focus of Education | | Years of Experience | Focus of Experience |
|-------------------|------------------------|-----|---------------------|---|
| Bachelor's Degree | No specific discipline | and | 5 years of | Experience working in a lab with at least 3 years of experience working in an information management data system. The 3 years of experience must include the skills and ability to generate reports and ensure data integrity. Experience in managing or supervising people. |

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of office procedures and practices, lab processes, terminology, and information management data system. Developed supervisory skills.

MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/Desired |
|-------------------------|--------------------------------|------------|------------------|
| None Required. | | | |

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category: Healthcare & Safety

PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-----------------|-------|--------|--------------|------------|------------|--------|
| Standing | | | | X | | |
| Walking | | | | X | | |
| Sitting | | | X | | | |

PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-------------------------------|-------|--------|--------------|------------|------------|--------|
| Lifting | | X | | | | |
| Climbing | | | X | | | |
| Stooping/ Kneeling/ Crouching | | | X | | | |
| Reaching | | | | X | | |
| Talking | | | | X | | |
| Hearing | | | | X | | |
| Repetitive Motions | | | | X | | |
| Eye/Hand/Foot Coordination | | | | X | | |

WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|----------------------|-------|--------|--------------|------------|------------|
| Extreme temperatures | | X | | | |
| Hazards | | | | X | |
| Wet and/or humid | | X | | | |
| Noise | | | | | X |
| Chemical | | | | X | |
| Dusts | | | X | | |
| Poor ventilation | | X | | | |

Vision Requirements:

Ability to see information in print and/or electronically.