

Office Manager

Greater Sacramento Area (Folsom and El Dorado Hills), CA

Full-time 40 to 50 hrs./week, flexible Monday through Saturday

Target hiring salary range \$70,000 to \$75,000 per year plus exceptional total compensation package!

Who we are:

Animal ONE® is a 100% employee-owned veterinary group that provides an atmosphere where you can be successful, create happiness, advance your career, and build wealth! Animal ONE offers beautiful, modern facilities, top-of-the-line equipment, and an atmosphere where you can utilize your skills to provide the best possible service to Animal ONE's patients and clients.

At Animal ONE, we have created a work environment that:

- Rewards quality of work, teamwork, and attainment of pet parent satisfaction.
- Uses a Practice Management Information System (PIMS), Microsoft's suite of software (Word, Excel, etc.) and other technology to efficiently schedule appointments, assign and track tasks, and make clinic documentation accessible and easy to manage.
- Uses Standard Operating Procedures, policies, and Animal ONE's Defining Principles to clearly communicate our culture and how each team member can succeed, enable staff to work at any Animal ONE location, and provide patients and clients with a consistent high quality service model at each of our hospital locations.
- Fully utilizes each person's skills and abilities and helps them build their career with a generous tuition reimbursement plan.
- Provides a fantastic benefits package that includes 100% employer paid premiums for an HMO health insurance option and a dental plan that covers the employee, their spouse, and their dependents!
 - *See our website Careers page for details on our comprehensive benefits.*

The Office Manager Role and Responsibilities:

Office Managers at Animal ONE are responsible for non-centralized hospital operations such as inventory management, vendor relations, scheduling, tracking and reporting on hospital revenue and new patient/client acquisition, issue identification and resolution, and acting as their hospital's Cal OSHA Safety Officer and super user for the Practice Information Management System.

The Office Manager utilizes their leadership skills and experience to coach and motivate staff, so they reach their highest potential, models Animal ONE's Guiding Principles, and ensures a consistent high-quality patient and client experience during every appointment by enforcing our Standard Operating Procedures and best practices.

The Office Manager is responsible for the business operations of one or more veterinary hospitals and supervises a staff of Client Services Representatives working several shifts.

Marketing, HR/Payroll, IT, and Finance functions are centralized at Animal ONE headquarters; however, the Office Manager frequently collaborates with other managers, executive leadership, and headquarters staff to provide data and information on their hospitals' operations and contribute to Animal ONE's overall success.

Who you are:

We are looking for a well-rounded, experienced office manager who:

- Is a natural at interacting with tact, empathy, and emotional intelligence.
- Has great organizational, office, and management skills.
- Values their own continuous improvement, is flexible, resourceful, and self-motivated.
- Loves animals and would like to help make Animal ONE the most desired employer and veterinary service provider in the United States!

You are a great fit if you have:

- ✓ Two or more years of experience as an office manager (medical or veterinary office manager preferred).
- ✓ An eye for how things can be better, solution and detail-oriented mindset, collaborative nature, emotional intelligence, and feel that the Animal ONE culture and guiding principles are aligned with how you approach work life and interactions with peers, clients, patients, vendors, and the public.
- ✓ The ability to work independently and as part of a team, compassionately assist pet parents who are under duress, address conflicts with emotional intelligence, and create a positive environment for patients, pet parents, and staff.
- ✓ Exceptional organizational skills
- ✓ An inviting demeanor and willingness to place pet parent, patient, and staff well-being and safety above all else; and coordinate amendment of procedures as needed to ensure this well-being and safety.

Experience and Skill Supervising Support Staff

- ✓ Skill in effectively supervising technical and/or administrative support staff (Customer Service Representatives), by providing indirect supervision (whenever possible), and direct supervision, training, and mentoring, when needed.
- ✓ Skill in collaborating with the Lead Veterinarian and Supervising Registered Veterinary Technician on work schedules, safety, standard operating procedures, and hospital operations.

Experience and Skill in Managing Programs, Practices, Procedures, and Methods

- ✓ Excellent writing skills (grammar, punctuation, composition) and intermediate to advanced skills using Microsoft Office Suite software (Word, Excel, SharePoint, etc.), to produce templates, forms, printed manuals, and spreadsheets; effectively organize and maintain digital documents; and create/manage office and medical record retention, release, and maintenance.
- ✓ Experience overseeing financial-related tasks (i.e., collecting and processing payments, accounting for product sales), conducting fee analyses, and monitoring practice performance against targets/goals.
- ✓ Skill in writing operating procedures and ability to collaborate with executive leadership and other managers to identify, create, and implement Animal ONE-wide changes, ensure site copies of the Animal ONE Standard Operating Procedures are updated and available, and communicate changes to staff.
- ✓ Ability to manage vendor relations
- ✓ Ability to oversee and provide direction on inventory management.
- ✓ Knowledge of practice management information systems or other IT business software, and a willingness to be trained in and have responsibility for identifying system needs and executing site-specific changes in collaboration with IT staff.
- ✓ Knowledge of labor law (preferably California); the ability to work with Animal ONE's HR Department, HR business partners, and supervisors to advertise, interview, hire, and onboard staff; and skill in effectively supervising, motivating, and mentoring staff within a culture that values individual growth and rewards both team accomplishments and individual accountability.
- ✓ Knowledge of and experience (or ability to acquire knowledge/skill) in site compliance with Cal-OSHA (preferred; OSHA for other states accepted) and ability to perform periodic inspections and equipment testing, maintain records/files, conduct staff training, ensure site compliance with Cal-OSHA regulations, act as the site administrator for the Cal-OSHA Safety Program, and utilize materials provided by the selected Cal-OSHA training and documentation vendor.

What to do next:

If this position with Animal ONE sounds like a great opportunity and a natural fit, we'd love to hear from you! Just complete the contact form on our Careers page at animalonepetcare.com. We will contact you to learn more about you and answer any of your questions.

Animal ONE is an equal opportunity employer, makes employment decisions based on merit, and provides reasonable accommodations for the hiring process.