

# Medical Office Manager

Greater Sacramento Area, CA; Full-time 40 to 50 hrs./week, flexible Monday through Saturday

Target hiring salary range \$70,000 to \$80,000 per year plus exceptional total compensation package!

*Are you looking for an opportunity to learn, grow, contribute ideas, and create the place you want to work?*

## **Who we are:**

Animal ONE® is a 100% employee-owned veterinary group that provides the place 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 has gone the extra mile in creating an environment that supports staff in providing the best possible service to pets and clients, while enjoying where they work.

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

- Values staff input and gives each person the ability to help create the place they want to work.
- Fully utilizes each person's skills and abilities, helps them build their career with a generous tuition reimbursement plan, continuing education opportunities, and career advancement options.
- Uses the Practice Management Information System (PIMS), the Microsoft Suite of software (Word, Excel, etc.) and other technology to efficiently schedule appointments, keep pet parents informed of progress during anesthetized procedures, assign and track tasks, and make clinic documentation accessible and easy to manage.
- Rewards quality of work, teamwork, and attainment of pet parent satisfaction.
- 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 and at Animal ONE are responsible for non-centralized 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 site administrator and super user for the Practice Information Management System. The Office Manager also models the Animal ONE Guiding Principles and ensures a consistent high-quality patient and client experience by enforcing our Standard Operating Procedures and best practices. One of the Office Manager's most important responsibilities is utilizing their leadership skills and experience to coach and motivate staff, so they reach their highest potential. 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. The Office Manager is responsible for smaller or less busy locations while those hired with the Practice Manager title are responsible for larger locations, more than one location, and/or supervises other managers. Office Managers who wish to be promoted to a Practice Manager position within Animal ONE can follow an outlined career path that identifies experience, education, and training requirements.

## **Who you are:**

We are looking for a well-rounded, experienced medical 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 a medical office manager or a manager in an animal-related organization.
- ✓ 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.
- ✓ 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, Veterinary Assistants, Registered Veterinary Technicians, etc.); providing indirect supervision (whenever possible), and direct supervision, training, and mentoring, when needed.
- ✓ Skill in collaborating with the Lead Veterinarian on work schedules and performance evaluations.

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

- ✓ Excellent writing skills (grammar, punctuation, composition) and skill in (or willingness to improve skills in) MS Office suite (Word, Excel, Teams, etc.), to produce templates, printed manuals, digital documents; and creating/managing office and medical record retention, release, and maintenance.
- ✓ Knowledge of labor law (preferably California); the ability to work with Animal ONE's HR Department to advertise, interview, hire, and onboard staff; and skill in effectively supervising, motivating, and mentoring staff within a culture that values individual growth, sharing of ideas for improvement, and rewarding both team accomplishments and individual accountability.
- ✓ 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 and 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 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.
- ✓ Ability to learn the Animal ONE Quest for Quality Program – a means of collecting staff ideas for improvements, tracking them, forming and facilitating teams, and implementing solutions – and facilitating teams formed to research and implement solutions.

***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](https://www.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.**