

It's fun to work in a company where people truly BELIEVE in what they are doing!

We're committed to bringing passion and customer focus to the business.

Pet Emergency & Specialty Center - South County is hiring a Practice Administrator to join our amazing team!

Purpose:

The Practice Administrator, under direction of the field management team, is responsible for leading the hospital in setting and achieving business, financial, and operational goals through the Pathway Planning process.

Knowledge, Skills and Abilities:

- Manage multiple priorities
- Problem solving
- People Management & Teamwork
- Coaching & Development
- Budgeting
- Initiative
- Promoting culture

Education and Experience:

- CVPM or equivalent work experience
- 3 years of supervisory experience
- Preferred: Bachelor's degree in business or related field
- Preferred: 3+ years managing a veterinary practice
- Sound judgment in decision-making
- Capable of leading, managing, and coaching staff at all levels
- Excellent interpersonal communication skills; preferable completed EQ and Commando Conversation seminars
- Demonstrated competence in budgeting and financial reporting, including reading and analyzing a P&L statement
- Solid math and Excel/spreadsheet skills
- Availability to occasionally work uncommon hours and to be subject to recall for business emergencies

Duties

Operations:

- In partnership with other hospital leaders, ensure workflow is efficient and effective
- Initiates and leads programs to improve revenue, client retention and employee performance
- Makes informed decisions to ensure hospital meets annual revenue and EBITDA targets
- Reviews and analyzes KPIs to use for program and process development and improvements

Human Resources:

- Manages Lead CSR and other employees as necessary
- Drives recruitment and hiring process for hospital, including writing creative posts, interviewing and partnering with Pathway Talent Relations Team
- Maintains employee personnel files
- Conducts performance reviews and driver's tests for direct reports; guides review process for MD and Leads
- Holds leaders accountable for achieving milestones and personal goals
- Assists in the resolution of staff issues. Trains staff in conflict-resolution techniques.
- Schedules staff in timely manner
- Oversees implementation of training and helps staff plan for continuing education.
- Establishes and maintains publications and veterinary medicine library.
- Responsible for managing labor costs to budget

- Enforces hospital policies and procedures
- On-boards new employees; answers basic HR questions; manages terminations
- Measures and improves employee retention and engagement
- Initiates and manages payroll and related activities

Finance and Accounting:

- Maintains sound financial control and reporting systems
- Works with Pathway Operations and Finance teams in preparing and managing budgets
- Ensures the timely preparation of financial reports, as requested
- Monitors and collects on accounts receivable; keeps AR below 2%
- Maintains an inventory control system to ensure adequate stocks of supplies are available. Plans for periodic inventory audits and counts. Interface with vendor reps to ensure best pricing received. Manages inventory to target budget.
- Assists in analyzing and interpreting financial data for management, with an emphasis on identifying problems & trends, and forecasting the financial consequences of alternative decisions.
- Develops and maintains suitable procedures for handling cash and all other assets to protect the hospital against loss from negligence and theft.

Equipment and Facility Maintenance:

- Oversees the schedule for hospital maintenance
- Supervises all maintenance activities to ensure that hospital medical standards are met.
- Orders and supervises storage of non-medical supplies.
- Maintains a facility that is visually appealing to clients and staff.

Client Relations:

- Promotes a client-centered environment and facilitates programs and processes that meet clients' needs.
- Follows the hospital's stated goals and methods for attracting and retaining clients
- Resolves challenging client problems. Oversees the client complaint-resolution process.
- Resolves financial problems with clients and collects on delinquent accounts and returned checks. Determines when special financial agreements are appropriate.

Marketing:

- Promotes internal marketing programs to increase client/patient visitation rate and engagement, Collaborates with Pathway Marketing to create, maintain and track campaigns

Administrative:

- Leads Pathway Planning meetings
- Ensures that the hospital team receives the information they need to successfully contribute to the hospital's one-year, three-year, and five-year goals.
- Ensures Workers Comp procedures are followed
- Supervises usage of practice management software to ensure that client records meet the standards of care and service established by the practice management team May perform Office Manager functions

Culture and Work environment:

- Communicates the practice's values and mission to the team. Motivates staff, and helps build and maintain morale.
- Upholds core values and standards.

- Holds regular staff meetings, including a component of mandatory training on standards of service and standards of care.
- Promotes a cooperative working environment among staff members; understands the value of teamwork.
- Is enthusiastically willing to perform as necessary to help the hospital function as a unit.

Milestones & Metrics:

- Achieve annual revenue growth of 8+%, based on established targets
- Maintain labor costs between 40% -45%
- Manage COGS to
- Drive EBITDA to > 18%
- Develop & engage staff, measured via employee survey and turnover stats Create environment to achieve NPS (80%) and client satisfaction (90%) targets
- Attend all pathway meetings and complete all To-Do's and Milestones

We invest heavily in our employees with many opportunities for growth and development! We offer outstanding benefits including medical, dental, and vision insurance, life insurance, paid time off, continuing education, generous pet discounts and much more!

Please visit our website <https://www.pescsandiego.com/> to learn more about Pet Emergency & Specialty Center! Please send resumes to lee.pitts@pathwayvets.com , serious applicants only, please.

Apply today! We look forward to hearing from you!

If you like wild growth and working with happy, enthusiastic over-achievers, you'll enjoy your career with us!

All candidates applying to positions in the state of California must undergo additional background screening prior to being selected.

Apply Here : <https://www.click2apply.net/V7ernkTrQ8eVHgmrTOZJx>

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