



**HUMANE SOCIETY**  
of sonoma county  
Santa Rosa & Healdsburg

The **Director of Medical Operations** is responsible for providing high-quality support and coordination of business operations for our medical departments (shelter medicine, HVHQ S/N and Community Veterinary Clinic). The medical department is integral in the Humane Society of Sonoma County's mission to ensure that every animal receives protection, compassion, love and care. The Director of Medical Operations will be responsible for ensuring the timely completion of administrative responsibilities, technician duties, as well as coordination of schedules and staff.

### **Duties and Responsibilities**

- **Scheduling:**  
Coordinate scheduling of veterinarians, support staff, interns, and volunteers, and find relief coverage as needed. Produce monthly schedule for staff and doctors.
- **Payroll:**  
Review timesheets, manage time off requests, monitor overtime for staff.
- **Hiring:**  
Work with the Executive Director to recruit, review, interview, and hire candidates when job openings arise.
- **Leadership:**  
Act as a role model who commands the respect of staff through compassionate leadership.
- **Stress management:**  
Evaluate the well-being of shelter medicine staff and, in conjunction with the Medical Director, implement stress-management parameters such as positive feedback systems and team building.
- **Continuing Education:**  
Consider cost-effective and relevant training opportunities for staff.
- **Other HR tasks:**  
Manage disciplinary issues if needed, document infractions, coordinate with the human resources department and Executive Director about any issues.
- **Budgeting:**  
Work with the Executive Director to adhere to a yearly budget.
- **Meetings:**  
Coordinate and record minutes of meetings.
- **Invoices:**  
Process and code vendor invoices.
- **Regulatory:**  
Ensure compliance with the rules and regulations of relevant state, federal, and other governing bodies, including OSHA, DEA, and California Veterinary Medical Board.
- **Protocols and SOPs:**  
Organize and update shelter medical protocols. Work with Chief DVMs to develop and document standard operating procedures.
- **Reporting:**  
Produce end of month financial reports, weekly CVC reports as well as other reports as needed.
- **Troubleshooting:**  
Work with staff to resolve problems with computers, medical equipment, services etc.

### **Duties and Responsibilities (continued)**

- Vendors:  
Serve as the point-of-contact for vendors and sales-representatives. Arrange continuing education lunches through vendors.
- Client services:  
Help the medical departments maintain a positive public image and reputation for excellent customer service.
- Coverage:  
Help fill in with other medical/administrative roles as needed.
- Work with medical teams to ensure efficiency in daily flow, troubleshoot as needed.
- Develop and maintain accurate job descriptions and SOPs throughout departments.
- Always strive to work with the 5 freedoms of animal welfare in mind:
- Freedom from hunger or thirst by ready access to fresh water and a diet to maintain full health and vigor
- Freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area
- Freedom from pain, injury or disease by prevention or rapid diagnosis and treatment
- Freedom to express (most) normal behavior by providing sufficient space, proper facilities and company of the animal's own kind
- Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering
- Supervision: This position reports directly to the Executive Director.

### **Qualifications**

- Preferred two years' experience working in a veterinary practice or animal shelter in a management role.
- Minimum two years' experience working in an office environment with high phone call volume and customer interaction.
- One year experience in a veterinary clinic (vet assistant or vet technician).
- Bilingual Spanish/ English preferred.
- Experience in a Veterinary Medical practice preferred.
- High school diploma or equivalent.

### **Knowledge, Skills and Abilities**

- Knowledge of medications including controlled drugs
- Knowledge of veterinary medical equipment
- Detail oriented
- Willingness to be flexible, learn new things and problem-solve
- Strong interpersonal skills to help defuse staff conflicts, keep up morale, bring out the best in staff, and ensure a safe and positive team environment
- Promote a positive attitude among staff
- Provide excellent customer service both internally and externally
- Be willing and available to stay late or through breaks, when needed, to assist with emergencies or difficult situations
- Ability to work independently as well as a member of a team
- Manage multiple tasks in a fast-paced environment
- Familiarity with spreadsheets and scheduling software

### **Knowledge, Skills and Abilities (continued)**

- Exceptional communication skills, customer service and attention to detail
- Accurate typing speed of 45 wpm
- Experience in Microsoft Office programs
- Possess good business judgment and excellent interpersonal skills
- Perform in a professional and courteous manner at all times and actively promote our mission to save animals
- Should possess an interest in animal welfare and be highly self-motivated

**Please submit your resume and cover letter with salary requirements to [jobs@humanesocietysoco.org](mailto:jobs@humanesocietysoco.org).**

We are sorry, HSSC is unable to take phone calls or inquiries in person at this time. All applications should be submitted to the “jobs” email above, or mailed to: The Humane Society of Sonoma County, P.O. Box 1296, Santa Rosa, CA 95402.

*The Humane Society of Sonoma County is a 501(c)(3) nonprofit organization with a mission to ensure every animal receives protection, compassion, love and care. We are an Equal Opportunity Employer and offer a benefit package to employees working 20 or more hours a week, which includes health, dental, and vision insurance, 403(b) retirement plan and staff discounts on our services.*