



## Job Description

Title                      Clinic Manager  
Reports to                Operations Director

### Organization Background

Purrfect Pals believes every cat matters, including those with special needs. Cats and kittens come to Purrfect Pals from our shelter and rescue partners as well as owners who can no longer care for them. We provide sanctuary, foster and hospice care for homeless cats as long as they need us.

Purrfect Pals works to end homelessness in the Puget Sound region through prevention and placement programs including humane education, promoting spay/neuter, providing pet food and other resources for low income families, and finding permanent homes by adoption or placement in the Furever Foster program.

Founded in 1988, Purrfect Pals was originally a boarding facility for cats. A cat lover named Kathy Centala took a look around at her community. She saw far too many unwanted cats and kittens whose only option were, in most cases, overcrowded shelters with high euthanasia rates. Kathy wondered what could be done to improve the odds for these cats and quickly determined that the only solution was to take away the option of euthanasia completely. Today the main shelter and sanctuary is home to more than 150 cats. The sanctuary provides space for shy cats, cats with leukemia, cats with FIV and cats with behavioral issues. The organization also adopts on average 1000 cats a year at 7 offsite adoption centers as well as the main shelter.

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The Clinic Manager is a member of the leadership team and supervises the Veterinary Clinic Team. This person demonstrates a personal passion for the welfare of cats and supports the Purrfect Pals philosophy that all cats matter. Compassionate service is a top priority and the Clinic Manager leads by example to ensure all interactions reflect this core value.

This position is responsible for ensuring that the clinic team has the resources necessary to provide the highest level of medical care for our cats. The Clinic Manager fosters effective relationships with staff, volunteers, fosters and adopters. He/she must have a strong sense of teamwork and collaboration. He/she is a "people person" and a critical thinker who excels at problem solving.

The Clinic Manager must have the ability to function effectively under sometimes stressful circumstances and the ability to accept direction as well as to act under their own initiative as needed for the health and wellness of the cats in our care.

High-level organizational skills are required in order to meet time demands and multiple duties. This person is responsible for assisting the Veterinarian, Licensed Veterinary Technician and Veterinary Assistants on their team.

The Clinic Manager works with the leadership team on departmental logistics and strategic planning.

## Responsibilities

- Supervising, training and motivating the clinic team and ensuring they have the resources necessary to provide the highest level of veterinary care for our cats.
- Supporting the Purrfect Pals Veterinarian(s) and ensuring that they have the resources necessary to be successful.
- Providing orientation, mentoring, and training for the veterinary assistants in collaboration with the cat care veterinarian and licensed veterinary technician.
- Managing the clinic work schedule to ensure adequate staffing at all times.
- Managing inventory and purchasing for clinic supplies and ensuring clinic equipment is maintained properly.
- Developing orientation and training protocols and continuing education guidelines for the clinic and cat care teams, working with the Cat Care Manager in setting the protocols that ensure the five freedoms for every cat.
- Working with the Adoption Manager, ensuring that records in the Purrfect Pals database are entered and updated in a timely and accurate fashion.
- Working with Cat Care Veterinarian and Adoption Manager to determine which cats are ready to be sent to offsite adoption centers and that adoption packets are completed for all ready-to-go cats and kittens.
- Partnering with the HR Director and Adoption Manager to ensure the offsite location lead volunteers are supported by our clinic staff and have the resources necessary to provide quality cat care.
- Staying up to date on federal and state labor laws, employment and benefit laws, workers' compensation, and OSHA requirements for the veterinary clinic team.
- Assisting the Cat Care Veterinarian, Veterinary Technician or Veterinary Assistants with medical procedures as needed, including administering medications, restraining cats during examinations, blood draws, vaccinations, grooming, and occasional euthanasia procedures as required.
- Providing excellent customer service with a positive attitude, internally and externally.
- Assisting as an Adoption Counselor when needed, playing matchmaker for our cats and potential adopters.

## Qualifications

- Previous experience working in a veterinary clinic or shelter environment
- 2+ years of management experience with a proven track record of training, mentoring and motivating employees
- Computer literacy working with Outlook, Office 360 and the animal records database
- Organized with an attention to detail
- The ability to multi-task and work in a fast paced environment
- Positive attitude and cooperative spirit to promote a collaborative environment
- Ability to communicate effectively and compassionately with staff, volunteers and the public
- Flexibility and willingness to reprioritize throughout the day when unexpected cats and kittens arrive at our door needing help or a cat health crisis develops
- Interest in keeping abreast of best practices in animal welfare
- Willingness to provide the Five Freedoms for animal welfare: Freedom from hunger and thirst by ready access to fresh water and diet to maintain health and vigor; freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area; freedom from pain, injury or disease; freedom to express normal behaviors; and freedom from fear and distress

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

To Apply: Send a cover letter and resume by 4pm, December 14<sup>th</sup> to [jobs@purrfectpals.org](mailto:jobs@purrfectpals.org) or mail to HR Director, Purrfect Pals, 230 McRae Road NE, Arlington, WA 98223.