



Assistant Practice Manager Position

We are seeking a dynamic and outgoing Assistant Practice Manager who possesses a passion for the care and well being of our team members so that they can provide excellent care for our patients and their owners.

Fairview Animal Hospital is a modern Veterinary practice that provides gold-standard medicine and care for companion pets. We are a 5 Veterinarian, 14 support staff hospital located in a spacious centrally-located facility. Our team promotes a culture of inclusivity, growth, cooperation, dedication and support. We take our commitment to animals, pet parents and the community seriously.

Position Overview (Location Specific)

As Assistant Manager you are responsible for assisting the Practice Manager by ensuring that the clinic facilities are up to code and that all maintenance is completed on a regular basis when and where required. You will assist with the appropriate staff training required for their positions and provide continuous learning opportunities for our team members to ensure our hospital is providing the best quality care to our clients. You will help the Practice Manager schedule and partake in performance reviews for all hospital team members and assist in hiring and training. You will follow the direction set by the Practice Manager and help implement team communication. In addition to these responsibilities will represent our clinic at VetStrategy meetings/outings/events.

Reporting Structure

The Assistant Manager reports to the Practice Manager or Operations Director of Fairview Animal Hospital.

Educational Requirements

Requirements will vary based on Fairview Animal Hospital needs and the addition of global duties however minimum requirements for all Assistant Managers include:

- College diploma/University Degree preferred
- Relevant client care experience
- Proven leadership skills and coaching/mentoring experience
- Supervisory experience (at least 2 years)
- A background in animal health is an asset

Skills

- Strong leadership qualities, as well as a professional and tactful manner
- Must be able to multi-task and adjust quickly to change
- Able to work with budgets and stay within clinic budget range
- Able to work cohesively with the Practice Manager
- Supports decision making process lead by Management
- Excellent communication skills
- Proven organizational skills and attention to detail
- Client software system knowledge (ie Cornerstone)
- Pragmatic problem-solving skills
- Ability to manage time and prioritize work

Working Conditions

As a successful candidate you must be able to tolerate unpleasant odours, noises, the site of blood and other bodily fluids, and may be exposed to contagious diseases or injury as a result of the environment. Also **you must be able to lift up to approximately 40 lbs.** Emergency and/or difficult situations may arise where calmness and focus while supporting the team is required.

General

The Assistant Manager effectively communicates with all team members; has a good grasp on how to access/utilize commonly used tools for communication such as the computer, email, fax, etc; follows all protocols put in place for a safe, friendly workplace; understands the principles of proper medical record keeping and upholds the necessary standard; deals tactfully and respectfully with all difficult situations that arise; maintains patient confidentiality at all times; attends all team building and training sessions; contributes positively to the hospital culture; shows respect, empathy, and kindness to all clients, patients, and team members; is always an advocate for the animal.

Our Hospital is part of the VetStrategy group of clinics. VetStrategy is a 100% Canadian operated group of veterinary clinics with locations throughout Canada. We believe that veterinary clinics are an integral part of the community they serve and as such we put a large focus on community-based activities and initiatives. Every clinic we partner with is unique and serves a very diverse client base. Do not miss out on this unique opportunity to join a fun and dynamic team!

Please send your resume to **charlene@fairviewanimalhospital.com**.