

Job Level	Equine Operations Manager	Professional Level II
Oversight Received	<ul style="list-style-type: none"> * This position is an integral part of the Equine Clinical Services team and serves in conjunction with the Director of Equine Clinical Services (DECS) and the Hospital Management Team to provide comprehensive leadership in the delivery of veterinary care and teaching in support of the overall strategic mission of the Veterinary Teaching Hospital. 	<ul style="list-style-type: none"> • Limited supervision through review of work product • Periodic monitoring of work
Problem Solving	<ul style="list-style-type: none"> * Partners with faculty and staff to collaboratively review, develop and implement protocols and standards of care to continuously improve the overall quality of patient care delivered throughout the hospital. Implement VMG and industry best practices. * Advise the Director of Equine Clinical Services, the Hospital Director, Hospital Management Team; and Clinicians on all matters of service activities. * Responds to and addresses patient care quality and service issues. Implement service excellence initiatives and service recovery. * Settles client complaints regarding quality of care and/or billing issues * Uses discretion to correct invoice and patient charges when needed. * This position will supervisor five direct supports (lab techs) including labor scheduling, performance evaluations and employee disciplines and conduct. * Assists in the management of financial resources; participate in budget process; ensure appropriate allocation and utilization of VTH resources; assess staffing needs and workforce planning; ensure accurate charges entry and fee schedules; assure real time updates to bills and invoices; improve accounts receivable practice and performance. 	<ul style="list-style-type: none"> • Applies concepts to resolve a variety of problems • Discretion to determine a course of action with review
Interaction/ Communication	<ul style="list-style-type: none"> * Enhances internal and external communication. Establish relationships with clients and DVMs. 	<ul style="list-style-type: none"> • Communicates to a broad audience that may be outside of occupational discipline
University Impact	<ul style="list-style-type: none"> * Advise the Director of Equine Clinical Services, the Hospital Director, Hospital Management Team; and Clinicians on all matters of service activities. Responds to and addresses patient care quality and service issues. Implement service excellence initiatives and service recovery. * Facilitates patient care and client relations opportunities. 	<ul style="list-style-type: none"> • Working knowledge of University policies and systems • Impact is on work team or department
Typical Education	<ul style="list-style-type: none"> * Bachelor's degree in Equine Science or related field. * Professional with minimum five years of progressive leadership experience in equine business operations. * Five years or more experience in client/customer relations. 	<ul style="list-style-type: none"> • Bachelor's degree