

# COLLEGE OF VETERINARY MEDICINE

## Position Description – Administrative Professional

### Working Title: VMC Manager

(Areas: Patient Services, Ancillary Services, Small Animal, Specialties, Large Animal)

Veterinary Medical Center

University of Minnesota

### Description of Position

---

This position performs managerial level administrative, operational, programmatic and budgetary related management and support for designated VMC service areas. Contributes to the efficiency and effectiveness of the service areas he/she manages to meet the needs of its customers, both internal and external. Upholds the mission (service, teaching, and research), vision and values of the VMC. Drives for excellence in customer service and supports hospital quality improvement efforts helping the VMC survive in a competitive environment. Role models organizational leadership behavior.

### Essential Functions

---

- Provides managerial level direction and support in planning, organizing, and coordinating the activities of the service area(s) he/she is responsible for, occasionally through subordinate supervisors. These service area(s) include:
  - Patient Services
  - Ancillary Services
  - Small Animal Services
  - Specialty Services
  - Large Animal Services
- Integrates planning efforts across service areas, developing of short and long-range plans and providing resources.
- Sets clear direction and priorities through the identification and implementation of effective processes and procedures for accomplishing work. Clarifies roles and responsibilities. Delegates as appropriate.
- Handles multiple demands and competing priorities.
- Recruits, selects, hires, trains, mentors, disciplines, and motivates staff. Builds effective teams within and across service area(s) and fosters collaboration between teams. Adheres to VMC human resources policies and procedures.
- Achieves organizational goals through coaching, providing feedback, setting performance goals and motivating staff to meet and exceed those goals. Evaluates and rewards performance.
- Provides leadership through consensus building and as a role model and facilitates conflict resolution as necessary.
- Project manager of new initiatives as directed by Director of Operations and VMC Director.
- Establishes realistic budgets, uses quantitative and financial data effectively.
- Manages continuous improvement and quality processes. Defines standards for quality and evaluates services or processes against those standards. Identifies, implements, and evaluates the success of annual service area(s) quality objectives with the goal of continuous improvement.

### Additional Responsibilities

---

- Conducts quarterly accountability and variance analysis of balanced scorecard outcomes.
- Responsible for oversight of inventory management processes.
- Brings a positive attitude and collaborative work style to the unit and beyond.
- Ensures compliance with all regulatory standards for all areas and individuals of authority.
- Participates on committees, work groups, and/or process improvement teams that improve customer/client satisfaction.

- Upholds the mission and values of the CVM.
- Related duties as assigned.

### **Minimum Qualifications:**

Education, experience and licensure equivalent to a Bachelors degree in Business, Animal Science, Public Administration or related field and at least five (5) years of professional experience in performing administrative, budgetary, operational, or similar analysis and/or programs. Customer service, financial management, project management and quality improvement education/experience is required. Proficient in Microsoft Office products.

Knowledge of either veterinary medicine or other health care delivery system is preferred.

### **Knowledge, Skills and Abilities/Selection Criteria**

Strong customer service orientation

Excellent communication skills

Strong interpersonal skills; including valuing diversity, inspiring trust and commitment, etc.)

The ability to work with limited supervision, adaptability to work with clients/staff at all levels and in ambiguous work situations.

Administrative skills (handling detail, managing execution, working efficiently, etc.).

Organizational/business skills (customer service, organizational citizenship, etc. )

Cognitive skills(learning ability, numeric and verbal reasoning, analysis, decision making).

Knowledge and ability to understand and use financial and quality organizational information.

Knowledge of inventory management practices and procedures

### **Work Environment**

This work is generally performed at The University of Minnesota, College of Veterinary Medicine, and at the Veterinary Medical Center. This work environment may include exposure to noise, bright/low lighting, temperature variations, and allergens such as mold, dust, hay and animal hair and dander.

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; talk and hear; occasionally stoop, kneel, crouch or crawl; smell. The employee must frequently lift and/or move up to 25 pounds, occasionally up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

### **Supervision**

Immediate supervisor – Director of Operations

Work direction given by – Director of Operations, Medical Director and VMC Director

Span of Responsibility: Based on service area

### **Professional Development Training Plan**

#### ***Required training***

Windows	UVIS	Safety and Fire	Respectful Workplace
E-mail	Kronos	Keys to Supervision	Conflict Management
Word	Meeting Maker	Customer Service	

### **Classification Information**

<b>Class #:</b>	<b>7206</b>	<b>Probationary Period:</b>	<b>12 months</b>
<b>Salary:</b>	<b>Negotiable</b>	<b>Percent Time Appt:</b>	<b>100% time</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Term of Appt:</b>	<b>Continuing</b>
<b>Last Revision:</b>	<b>05/06</b>		

The employer reserves the right to modify, change or add to the duties of this job description, consistent with the University classification, at any time.