



YourSPCA.org || 300 Harlem Road
716.875.7360 || West Seneca, NY 14224

POSITION: ADMINISTRATIVE VETERINARY COORDINATOR
DEPARTMENT: VETERINARY SERVICES
REPORTS TO: VETERINARY SERVICES MANAGER
STATUS: FULL TIME, HOURLY – 40 hours/wk.

POSITION SUMMARY AND MINIMUM QUALIFICATIONS:

Under the direct supervision of the Veterinary Services Manager this position provides administrative and secretarial support for the Chief Veterinary Officer and Veterinary Services Manager. In addition to answering phones, typing, and filing, performs duties such as maintaining record systems, receptionist duties, customer service, and client education. Schedules and confirms appointments, checks clients in and out, handles money transactions, and balances the drawer. Deals with a diverse group of external clients as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize, and organize diversified workload, recommends changes in office practices or procedures.

ESSENTIAL DUTIES include the following. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Answers multi-line telephone system, takes accurate messages, and transfers calls to appropriate person. Takes messages or fields/answers for all routine and non-routine questions. Works in cooperation with other staff members to communicate information.
2. Schedules and organizes activities such as appointments, meetings, and departmental activities for all members of the department.
3. Establishes, develops, maintains, and updates filing system for the department. Retrieves information from files when needed.
4. Open, sorts, and distributes mail on a daily basis. Drafts written responses or replies by phone or e-mail when necessary. Responds to regularly-occurring requests for information.
5. Knowledge of and skilled at eVetPractice and Petpoint software applications used for daily operations. Performs data entry, processes reports, and obtains statistics for the clinic and shelter as needed.
6. Assists with inventory for supplies and medication in the clinic and shelter.
7. Assists with maintaining OSHA guidelines within the clinic.
8. Assists with coordinating the SPCA's parvo vaccine clinics and other clinic operations.

The successful candidate for this position will possess the following competencies: technical capacity, personal effectiveness/credibility, thoroughness, collaboration skills, communication proficiency, and flexibility. Two years of related experience. This position does not have supervisory responsibility. Experience working in a veterinary facility is preferred.

If you are interested in this position and meet the qualifications, please submit your cover letter with resume to SPCA Human Resources Manager Leslie Stewart at leslies@yourspca.org. No phone calls. Thank you!

SUBMISSION DEADLINE: May 11, 2018