



# SPAY/NEUTER VETERINARY CLINIC

Spay 🐾 Neuter 🐾 Wellness

## Announcement of Open Position

**Position:** Office Manager

**Status:** Full Time

**Location:** Spay Neuter Veterinary Clinic of the Sandhills (SNVC), 2709 Bragg Blvd, Fayetteville, NC 28303 Primarily

### Background of SNVC:

The Spay Neuter Veterinary Clinic of the Sandhills (SNVC) is dedicated to reducing overpopulation and improving the quality of life for pets through high quality, high volume spay neuter (HQHVSN) and wellness services. SNVC of Fayetteville has performed over 98,000 surgeries since opening at the end of 2007. The clinic moved from Moore County to Cumberland County at the start of 2021 to allow for expansion into a state of the art 6700 sq foot facility. In addition to the stationary clinic, SNVC has a mobile surgery unit that is used to reach out into the more underserved areas of the community for both surgery and vaccination clinics and a satellite surgical facility in Lumberton, NC. Since moving in 2021, Spay Neuter Veterinary Clinic of the Sandhills has expanded to three veterinarians and is increasing services offered to include preventative veterinary care, dentals, heartworm treatments, and pre-anesthetic bloodwork, in addition to spay/ neuter surgeries. With the expansion, SNVC is looking to hire additional staff to meet the increased demands.

### Summary of Position:

The Office Manager would be responsible for overseeing day to day operations of the clinic to ensure overall financial and emotional health of the organization and its mission. The Office Manager delegates duties as needed to achieve clinic goals and oversees support staff to ensure individual duties are being completed, but ultimately is expected to step in and work alongside staff as needed to meet goals. This position is a supervisory position, and the successful candidate will be expected to provide leadership, direction and discipline when necessary. The Office Manager will serve as point person for the dissemination of information to staff. The manager will be responsible for overseeing customer service representatives, staff scheduling, patient scheduling, rescue group billing and accounts receivables. Candidate must have a positive attitude, a desire to work as efficiently as possible, and excellent client-facing communication skills. The majority of the work will take place at the stationary clinic in Fayetteville, with some time spent on the mobile surgery unit and at our remote location in Lumberton, NC.

### Duties and Responsibilities:

- Ensures complete and accurate medical record documentation exist for all patients, including rabies certificates, surgical notes, go-home paperwork, and controlled drug usage in SNVC practice management software.
- Ensure all verbal and written policies in clinic manuals and standard operating procedures are followed and maintained up to date.
- Participate in and oversee client check in and check out

Spay/Neuter Veterinary Clinic  
Phone: (910) 400-SNVC (7682)  
SpayNeuterVet@gmail.com

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- Maintains accounts receivables for all owner and volume clients to ensure accounts are paid in prompt manner
- Manages booking schedule through software and ensures proper number of animals are booked daily based on doctor schedule for stationary clinic, mobile clinic and satellite clinic.
- Oversees online booking to ensure that system is set up and working properly and that all appointments are scheduled appropriately with deposits paid.
- Maintains staff schedule to ensure that all locations are covered, avoiding overtime and managing time off requests.
- Verifying employee time clock for accuracy
- Conducts and participates in meetings with staff to review procedures, discuss workplace issues and share ideas
- Ensures that all emails and phone calls are answered and dealt with in a timely manner
- Maintain inventory of clinic supplies and orders in a timely manner to avoid running out of items
- Ensure that records are verified and track daily surgery counts, grant usage and other data in spreadsheets for reports and analysis
- Balance cash drawer and credit card reconcile daily with practice management software
- Monitor financial statements to ensure that the clinic remains within the budget at all times
- Actively promotes spay and neuter, and educates clients on responsible pet care.
- Markets the clinic to increase client base by outreach to the public and through public educational programs for adults and children.
- Oversees clinic social media, promotional materials, marketing and fundraising.
- Promotes and maintains the volunteer program.
- Assist in all areas of the hospital as needed
- Communicate in effective and professional manner with public, volunteers, trainees, Veterinarians and all SNVC staff members. Always representing SNVC in a professional and courteous manner and ensuring the public receives world-class customer services that are courteous, respectful and professional.

## **Skills and Requirements:**

- High School Diploma
- Leadership experience and strong mentorship/ training skills. Be able to lead through example and positive support.
- Candidates must work well with coworkers and the public, have a positive attitude, be hard working, easy-going and flexible
- Must have knowledge of basic veterinary concepts, including vaccination and anesthesia
- Experience working with Microsoft Office, including Word, Excel, Teams and Outlook
- Experience with Quickbooks or similar financial management software
- Excellent attention to detail, organizational skills and ability to multitask
- Experience working in fast paced, high volume setting is desirable, but we are happy to train the right candidate.

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## **Salary and Benefits:**

SNVC offers a competitive salary based on experience. There is flexibility in scheduling allowing staff to enjoy nights and Holidays off with your family.

Full time benefits include paid time off, and paid holidays. SNVC offers a QHSRA reimbursement for health expenses, a Simple IRA retirement plan with matching, an allowance for continuing education, and stipend for professional licensing.

## **How is SNVC able to operate at low or no cost to owners?**

SNVC is supported by the Spay Neuter Initiative Program which is a non-profit, 501(c)(3) charitable organization. SNIP allows SNVC to offer free to low-cost spay/neuter and wellness services thanks to generous private donations and grants. Owners are so grateful to receive the free or reduced cost services that the otherwise would not be able to afford!

**To apply, please submit cover letter, resume and references to**  
[ceaton@spayneutervet.org](mailto:ceaton@spayneutervet.org)

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