

Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740
Revised: January 3, 2024

Job Description

Job Title: Medical Services Director
Department: Veterinary Center
Job Code: Exempt
Reports To: Executive Director
Job Status: Full-Time

Job Summary: The Medical Services Director plays a critical role in overseeing the daily operations of HSWC's Veterinary Center and Receiving Clinic, ensuring smooth functioning and excellent patient care.

Responsible for the efficient management of the departments, overseeing administrative tasks, staff management, standard operating procedures, fiscal operations, and ensuring high-quality patient care. This role involves maintaining a balance between excellent customer service, business operations, and meticulous adherence to veterinary and shelter standards and regulations.

This role combines management expertise with a passion for animal care and sheltering. Success will be defined by an ability to manage operations, positively lead a team, see the big picture, multitask, and ensure high quality care and client services.

Operations Management:

- Oversees day-to-day operations of the Veterinary Center and Receiving Clinic.
- Develops and implements efficient processes and procedures.
- Ensures compliance with veterinary related laws, regulations, and health standards.
- Works alongside teams as needed.

Staff Management:

- Recruits, trains, and supervises veterinary staff and support personnel.
- Schedules staff shifts, manages workloads, administers disciplinary action, and conducts performance reviews.
- Fosters a positive and collaborative work environment that motivates staff.
- Communicates organizational objectives and inspires staff to work towards a common goal.
- Develops and sets departmental goals for Veterinary Center and Receiving Clinic teams.
- Facilitates individual and team professional development opportunities.

Client Relations and Customer Service:

- Maintains excellent client relations, ensuring a high level of customer service, both internal and external.
- Addresses inquiries, concerns, and complaints effectively and efficiently.

- Implements strategies to enhance client satisfaction and loyalty.
- Communicates clearly and effectively across departmental lines.

Organizational Leadership:

- Plays a lead role in balancing individual and herd health.
- Interprets medical records to assist leadership in population management decisions.
- Works with Executive Director and leadership team to develop and support programs that improve the welfare of both shelter and publicly owned animals.

Financial Management:

- Monitors medical expenses and revenue; reports to Executive Director and Board Committee as requested.
- Assists in preparing annual budget and support documents required to present to leadership.
- Tracks and reports on purchases made possible by foundation funds or major gifts.
- Implements strategies to optimize profitability while maintaining quality care.

Inventory and Facility Management:

- Oversees inventory of medical supplies and equipment.
- Coordinates and records all veterinary facility and equipment maintenance and repairs.
- Ensures a safe, clean, and inviting environment for patients, staff, and clients.

Compliance and Documentation:

- Ensures compliance with all licensing, controlled substance requirements, and applicable regulatory codes.
- Maintains accurate records, including drug logs, patient files, and administrative documents.
- Implement and update policies and standard operating procedures as needed.

Performs other duties as assigned.

Position Requirement

Education: Registered Veterinary Technician (RVT) strongly preferred; bachelor's degree accepted. Fear Free Shelter or Hospital Certification is a plus.

Experience: Minimum 3 years management experience and 3 years veterinary experience. Must have demonstrated competence in staff management and basic computer skills with working knowledge of Microsoft Word and Excel. Chameleon software experience is a plus. Working knowledge of veterinary hospital operations, shelter medicine, herd health, and experience in an animal sheltering environment a plus.

- Must be able to work under the broad general supervision of the Executive Director.

- May be required to work uncommon hours, overtime or respond to emergencies 7 days a week/24 hours a day.
- Understands and follows written and oral instructions
- Tactfully demonstrate leadership capabilities
- Work in stressful conditions
- Ability to cope with animal death, including those due to surgical cause, medical concerns, behavior euthanasia, and owner requested euthanasia
- Ability to rapidly and accurately process information
- Communicates in a professional and courteous manner with HSWC staff, volunteers and public.
- Be flexible in work habits, delegate tasks and make clear, concise decisions.

Physical Requirement: Work requires lifting up to 50 pounds, sitting or standing for prolonged periods of time. Must be willing to receive the rabies pre-exposure vaccination series.

Working Environment: May have regular exposure to adverse conditions such as but not limited to: zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, fumes, temperature and noise extremes, pathogenic substances, varying weather conditions. May be exposed to animal bites and scratches.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.