

Practice Manager

Ettrick Animal Hospital is looking for a Practice Manager to join our team. This position is suitable for an experienced person with a background in managing a team and providing client services. The successful candidate will be an animal lover. Being familiar with the running of a busy small animal hospital is not necessary but would be an asset. Part of the responsibility of the PM will be to support and develop our current staff of 19. The PM will report directly to the owner and ensure that procedures are in place to maintain our excellent patient care and that our clients continue to experience a warm, welcoming environment.

Tasks will include:

Assuming management of HR. Reviewing policies. Recruiting new staff. Conflict resolution and taking disciplinary actions where needed. Staff and team development
Reviewing and updating hospital procedures
Managing day to day operations
Managing employee scheduling and time off
Handling client complaints
Promoting animal care and client education through all types of media, print, social, etc.

Experience/Qualification:

A minimum of 3 years in a similar role with proven team management preferably but not necessarily at a veterinary hospital. Bachelor's degree in business or related field. CVPM designation or equivalent preferred.

Please send resume and references to:

Dr. Andrew N. Madeiros
Ettrick Animal Hospital
P.O. Box WK 205
Warwick WK BX

Email: businessmgr@ettrick.bm
Closing Date: August 5, 2022