

Work for the Best!

Best Friends Animal Hospital & Urgent Care Center in Billings, MT is looking for the right fit for our open position of **Practice Manager**.

Our progressive practice has been awarded the Billings Gazette “Reader’s Choice – Best Veterinary Service” award for the past two years and we have 24 hour staffing, a recently expanded and remodeled 12,000 square foot 10 exam room facility, state-of-the-art equipment (16 slice helical CT, rehabilitation room with underwater treadmill, ultrasound, digital radiology, endoscopy, gas sterilization, etc), and talented technical and reception teams.

This position is part of the leadership team and responsible for the day to day operations of the technician, kennel and facilities staff including scheduling, staffing, training and exceptional service to patients and clients. The Practice Manager must have strong communication skills with the ability to effectively address and resolve client and employee conflicts. This role requires a strong leader who is able to drive, motivate, and manage in every aspect of the role.

**Qualifications:**

- Minimum 3 years of increasing management responsibility is required.
- Previous experience in veterinary or medical field is desired but not required.
- Bachelor’s degree in business or related field is desired but not required.
- Certified Veterinary Practice Manager designation is desired but not required.

**Responsibilities:**

- Supervises and directs the duties of the following positions: day and overnight technician staff, boarding, crematory operator and facilities.
- Supports and works with Reception Manager to ensure reception and veterinary staff needs are met.
- Responsible for effectively resolving client issues and follow-up communication.
- Leads and directs safety initiatives within OSHA and AAHA guidelines.
- With the support of the Human Resources Manager, participates in the process of recruiting, hiring, training evaluating and counseling employees.
- Supports the activities and requests of the professional veterinary staff.
- Coordinates and carries out special requests of the owner.
- Establishes work schedules to ensure appropriate staffing levels.
- Assigns duties and work schedules to employees.
- Monitors animal care to ensure work is completed properly.
- Trains workers in animal care procedures, maintenance duties and safety precautions.
- Inspects equipment or facilities to determine condition or maintenance needs.
- Directs and assists workers.
- Confers with managers and owners to determine production requirements, conditions of equipment and supplies, and work schedules.
- Confers with managers to make operational decisions.
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

- Monitors and reviews information from materials, events or in the environment to detect or assess problems.
- Enters, transcribes, records, stores or maintains information in written or electronic form.

**Competencies:**

- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique and coordination of people and resources.
- Knowledge of customer service, including the assessment of customer needs, meeting quality standards for services, evaluation of customer satisfaction and resolving customer complaints.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Conflict resolution and effective communication skills.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusion or approaches to problems.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- The ability to recognize problems and implement the necessary steps to bring about resolution.
- The ability to communicate effectively with staff, peers, professional staff and owners.

**What we offer:**

Medical

401k

Healthcare and Dependent Care Flexible Spending Accounts

Paid time off

Generous veterinary care discounts

Uniform reimbursement

**To Apply:**

Along with resume and cover letter, complete the Best Friends Animal Hospital application found at <https://bfah.net/employment-careers/>

Forward documents to [careers@bfah.net](mailto:careers@bfah.net)