

Designation: Hospital Operations Manager

Organization: Advanced Veterinary Care Foundation

Location: Mahalaxmi, Mumbai

Employment type: Permanent/Full-Time

Reporting to: Head of Operations

Job Summary:

As the Operations Manager of our veterinary hospital, you will play a pivotal role in ensuring the smooth and efficient operation of all administrative and operational aspects of the facility. You will be responsible for overseeing daily operations, managing staff, implementing procedures, and maintaining a high standard of patient care and client satisfaction. This role requires strong leadership skills, excellent communication abilities, and a deep understanding of veterinary practice management.

Key Responsibilities:

- **Staff Management:** Train, supervise, and evaluate administrative and support staff. Foster a positive work environment and promote teamwork and professional growth among team members. Develop and enforce staffing schedules to ensure adequate coverage and efficient utilization of resources.
- **Administrative Oversight:** Implement and maintain administrative procedures and protocols to streamline operations. Manage client scheduling, appointment bookings, and patient records. Oversee inventory management, including ordering, stocking, and monitoring supplies and medications.
- **Financial Management:** Monitor financial performance and implement strategies to optimize revenue and reduce costs. Prepare and manage budgets, financial reports, and projections. Ensure compliance with billing procedures, and financial regulations.
- **Client Relations:** Serve as a point of contact for client inquiries, feedback, and complaints. Resolve client issues promptly and professionally, ensuring high levels of client satisfaction. Develop and implement strategies to enhance client experience and loyalty.
- **Compliance and Quality Assurance:** Ensure compliance with regulatory standards, including licensing, accreditation, and safety regulations. Implement quality assurance measures to maintain high standards of patient care and safety. Conduct regular audits and assessments to identify areas for improvement and implement corrective actions.
- **Collaboration and Communication:** Liaise with veterinary staff, including veterinarians, technicians, and support personnel, to coordinate patient care and services. Communicate effectively with internal stakeholders and external partners, including vendors, suppliers, government bodies and referral clinics. Participate in meetings, committees, and strategic planning initiatives to support the hospital's goals and objectives.

Qualifications:

- Bachelor's degree in business administration, Healthcare Management, or related field (Master's degree preferred).
- Previous experience in veterinary practice management or healthcare administration, with a minimum of 9+ years' experience and 3 years in a leadership role.
- Strong leadership, organizational, and decision-making skills.
- Excellent communication and interpersonal abilities.
- Proficiency in hospital management software and Microsoft Office applications.
- Knowledge of veterinary medical terminology and procedures is preferred.

