



**Charleston Animal Society (CAS)
POSITION DESCRIPTION**

<u>Dept./Division:</u>	<u>Hospital Care</u>
<u>Title:</u>	Chief Hospital Administrator (CHA)
<u>Supervisor/Title:</u>	Vice President of Operations and Strategy (VP of Ops & Strategy)
<u>Direct Reports:</u>	Veterinarians, Licensed Vet Technicians (LVTs), Surgical Support Staff, Spay/Neuter Schedulers, Outreach Director/Manager and/or others.
<u>Working Relationships</u>	<u>President and CEO</u> , Constituents, Senior Management Staff, Volunteers, and various work groups.
<u>Compensation:</u>	Exempt; Full-time, commensurate with experience and qualifications.
<u>Job Summary:</u>	Reporting to the VP of Ops and Strategy, this position supports the Animal Society in achieving the mission and vision through driving the goals and achievements of the Sam Greer Spay/Neuter Clinic, Simon Greer Mobile Spay/Neuter Clinic and all other spay/neuter functions. It will also oversee the functional use of hospital-related resources and activities on a cost per unit of service basis, such as scheduling/providing services to the Animal Society’s shelter and sanctuary functions and This leadership position is responsible for a wide range of complex administrative activities. This includes ensuring quality patient care, ensuring spay/neuter goals are met, effective management of clinic resources including hospital inventories, and the management of upward of 25 employees. The individual we are seeking is a skillful coordinator of logistics, people, and managing the schedules of others with the ability to juggle multiple responsibilities under pressure. The ideal candidate will be a person of integrity, loyalty, and who has the capacity for hard work, perseverance, and resiliency.
<u>Key Responsibilities:</u>	<ol style="list-style-type: none"> 1. Organizes an efficient and effective high-volume, high-quality (HVHQ) spay and neuter aiming at approximately 20,000 or more spay and neuter procedures annually. 2. Responsible for managing the day-to-day operations of the Sam Greer Spay/Neuter Clinic, Simon Greer Mobile Spay/Neuter Clinic and all other spay/neuter functions. 3. Responsible for the daily/weekly/monthly/yearly spay and neuter surgical goals, prioritizing the most at-risk animals (those in SC shelters), and impacting the prevention of unwanted and overpopulated companion animals with a focus on (by priority): <ol style="list-style-type: none"> a. Charleston Animal Society shelter spays and neuters (NKSC2024 Initiative) <ol style="list-style-type: none"> i. Reclaimed stray animals b. South Carolina at-risk shelter spays and neuters (NKSC2024 Initiative) c. Pit Bull Type Dog (PBTB) spays and neuters in high-intake areas d. Free Roaming Cat (FRC) spays and neuters <ol style="list-style-type: none"> i. Florence County (NKSC2024 Initiative) ii. Charleston County e. Public Spays and Neuters <ol style="list-style-type: none"> i. Grant-funded (Helping Hands for Rural Paws, etc.) with focus on PBTBs ii. Cost-recovered (fee-based) – non-at-risk animals f. Non-revenue spays and neuters <ol style="list-style-type: none"> i. Pets for Life (non-PBTBs) 4. Ensures proper HVHQ spay/neuter training for staff and team building for the entire area of responsibility. 5. Responsible for managing the monthly scheduling of Surgical Veterinarians, Surgical Support Staff, Surgical Licensed Veterinary Technicians (LVTs), and support staff. 6. Work with the Shelter Health Veterinarian to schedule special surgeries and procedures while ensuring spay and neuter metrics are met. 7. Ensures policies in medical and administrative protocols and manuals are followed and updated as needed. 8. Ensure hospital compliance with required federal and state government agencies. 9. Ensures proper procedures are in place for surgery, animal handling, disease control, and patient care. 10. Ensures clinics have proper working equipment and supplies and that the clinic complies with all regulations and codes. 11. Perform regular performance reviews and check-ins with direct reports and conducts regular area of responsibility (AOR) meetings. 12. Manages and diffuses staff interpersonal issues by providing leadership, direction, and intervention when necessary. 13. Actively supports surgical staff and volunteers in promoting development of skills related to the hospital goals and organizational mission.

	<p>14. Resolve client complaints (involving heads of departments/divisions as needed).</p> <p>15. Must be able to objectively evaluate hospital logistics and implement working solutions to correct inefficiencies in real time.</p> <p>16. Routinely inspects facilities and recommends building or equipment modifications to ensure emergency readiness.</p> <p>17. Ensures fiscal performance: analyze, forecast, and make recommendations regarding revenue, capital expenditures, and budget.</p> <p>18. Ensure that purchase requisition protocols are followed; expenditure and cash control all remain within the target budgets.</p>
<u>Qualifications:</u>	<ul style="list-style-type: none"> ● Prefer a minimum of 3-5 years of proven leadership experience in High Volume, High Quality (HVHQ) Spay/Neuter (10,000+ procedures) practice and success in developing a solid team. ● Must be able to learn basic medical concepts including vaccine protocol, anesthetic risks, etc. ● Must thrive in a multi-tasking, fast paced and dynamic environment. ● Ability to think strategically and deploy vision through change management. ● Highly emotional intelligent leader. ● A solid understanding of animal sheltering and animal welfare. ● Collaborative team player with exemplary interpersonal skills. ● Ability to represent Charleston Animal Society to a wide and varied audience. ● Ability to work with shifting priorities and in an organization, which is highly visible in the community. ● Flexibility to work outside normal working hours including evenings and weekends. ● Excellent project management and communication skills. ● Willingness to continue education/training in emerging areas. ● Excellent written and verbal communication skills with an enthusiastic commitment to working in a high functioning team. ● An ability to clearly articulate Charleston Animal Society’s mission, the work it does and the unique opportunities Charleston Animal Society presents for philanthropists. ● High degree of personal organization and self-management. ● Excellent social and interpersonal skills, able to operate with diplomacy, tact and empathy. ● Ability to take initiative and work well in a deadline-oriented environment with persistence and follow-through to project completion. ● Able to multi-task and anticipate project needs, discern work priorities and meet deadlines. ● Ability to make spur-of-the-moment decisions based on organizational needs and unexpected changes, interruptions, or other urgent matters. ● Excellent judgment and strong decision-making abilities. ● Ability to analyze and interpret data to non-technical colleagues. ● Ability to work effectively under stress and adhere to tight deadlines. ● Knowledge of issues, concerns and challenges facing animal welfare organizations and HVHQ Hospitals. ● Demonstrated personal credibility and ability to lead others with honesty and integrity. ● Ability to put issues in perspective.
<u>Additional Information</u>	<ul style="list-style-type: none"> ● Valid driver’s license required. ● Occasional travel throughout Charleston County, and occasionally the State and Nation. ● Must be a self-guided individual requiring minimal supervision. ● Physical requirements include, but are not limited to, walking, standing and moving of equipment and animals. ● No Hybrid or Remote options at this time. <p>Charleston Animal Society is an equal opportunity employer. Qualified candidates will be considered without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality, sex, religion, or veteran status.</p>
<u>Schedule:</u>	Primary schedule may include weekdays and/or weekends, including evenings, as appropriate.
<u>Working Area:</u>	Charleston Animal Society and other venues as necessary.

Job Description Approved by:

Position Authorized by:

Employee Review & Acceptance:

Date: _____

Date: _____

Date: _____