



## CLASS TITLE | VETERINARY CLINIC SUPERVISOR

PAY GRADE: EX-32 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 2078

Effective Date: 05/31/2023

**PURPOSE OF THE CLASSIFICATION:** Under general direction performs administrative and management coordination of the veterinary clinic section, including working collaboratively with the Animal Shelter Veterinarian, supervision of staff, coordination of services, working alongside and supporting veterinary technicians, providing exceptional customer service, and ensuring the efficiency of day-to-day operations so that veterinary staff can devote their time to delivery of high quality veterinary care; and performs other related assigned duties.

### ESSENTIAL TASKS:

- Assists in providing regular and preventive animal health care for a variety of species in the City's animal programs and under the care of veterinary and animal welfare staff
- Supervises the daily operations of assigned support functions (including patient experience, care team operations, surgery scheduling, and other administrative duties) to ensure that all activities are conducted in a timely and cost-effective manner and in accordance with professional standards, budget constraints, internal policies/standards, procedures and/or applicable legal/regulatory requirements
- Reviews work performance of direct reports, constructively delivers feedback, resolves routine personnel issues and conducts timely performance appraisals, ensuring compliance with applicable federal, state and local regulations governing veterinary medicine
- Conducts specialized analytical laboratory tests and examinations
- Trains veterinary clinic staff and the other animal shelter staff members in the in the handling and care of animals
- Partners with the shelter management to establish and implement goals, objectives, policies, procedures, and systems for assigned clinical areas
- Orders and maintains pharmaceuticals, materials and supplies, ensuring the accuracy of inventory and reporting discrepancies according to policy and applicable laws
- Assists the Animal Shelter Veterinarian with diagnostic tests and physical examinations
- Responds to emergency calls on a twenty-four-hour basis
- Acts as liaison for the department with area veterinarians and animal rescue groups, welfare organizations, and volunteers
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with an associate's degree; **and**,
- (b) Four (4) years' experience relevant to the essential tasks listed in this job description; **including**,
- (c) One (1) year supervisory experience.

### Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of the principles, practices and techniques of veterinary technology
- Good knowledge of laboratory procedures and analysis methods
- Domestic and exotic animals
- Applicable local, state, and federal laws and regulations as it applies to animal husbandry and controlled substances
- Best practices in veterinary medicine and animal care



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### Ability to:

- Conduct laboratory testing and examinations
- Provide assistance in surgical procedures
- Prepare and maintain records and reports on animals and related research efforts
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information
- Exemplify respect to those around them
- Empower staff
- Delegate responsibility and achieve results with a team member
- Make decisions confidently and effectively.
- Model a professional and courteous manner with staff and customers
- Ability to work a flexible schedule, including nights and weekends, to support the operational needs of the 24/7 animal shelter
- Deal intelligibly, pleasantly and efficiently with customers on the telephone and in person, often doing several things at one time
- Communicate objectives, motivate staff, build and maintain morale
- Maintain core values and standards
- Promote cooperative working environment among staff members
- Understand the value of teamwork
- Show enthusiasm and willingness to perform as necessary to help the practice function as a unit
- Support the City's policies and procedures and collective bargaining agreements

### Skill in:

- Developing and motivating staff
- Providing high level customer service
- Handling rapidly changing medical and operational needs efficiently
- Communicating with the Animal Shelter Veterinarian, management, customers, and staff professionally and empathetically while providing accurate information

### Physical Requirements:

### Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and**,
- b) Certification as a Registered Veterinary Technician (RVT) by the Oklahoma State Board of Veterinary Medical Examiners *preferred*

**WORKING ENVIRONMENT:** Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, telephone and surgical and laboratory instruments; occasional lifting, carrying and pulling up to 50 pounds; may be subject to walking, sitting, standing, reaching, bending, handling, feeling and climbing; and vision, speech and hearing sufficient to perform the essential tasks. May be required to work uncommon hours, overtime, and be subject to recall in emergency situations. May be exposed to unpleasant odors, noises, animal feces, bites, scratches and contagious diseases.

**EEO Code: E-02**

**Group: Cultural, Legal, and Sciences**

**Series: Medical**