

## Clinic Coordinator – North Hill Veterinary Clinic

- **Permanent position**
- **Negotiable hours**
- **Opportunity for career progression**

**North Hill Veterinary Clinic** in Armidale NSW is seeking a Clinic Coordinator to manage our team of experienced Veterinary professionals on a permanent basis.

### **About the company:**

As part of the expanding Apiam Animal Health group of regional and rural veterinary clinics across Australia, **North Hill Veterinary Clinic** is committed to enriching the lives of animals, people and the communities where we live.

**North Hill Veterinary Clinic** first opened its doors in 2004, and has been serving the Armidale community and New England region ever since. We cater to a range of both small and large animals, including exotic pets, wildlife, livestock, and horses. Our aim is to provide a high standard of professional treatment and care, for the animal patient and their owner, in an environment that is both personal and relaxed.

Check us out at: <https://www.northhillvet.com.au/> or <https://www.facebook.com/northhillvet>

### **About the role:**

The Clinic Coordinator plays an integral part of the day-to-day running of the clinic, alongside the Clinical Lead Veterinarian in a leadership position.

- Predominantly, your role will be centred around managing people and teams.
- Coordinating the day-to-day operations of the veterinary practice under broad guidance from the Regional Lead and in collaboration with the Clinical Lead, ensuring the highest standards of customer service and patient care.
- Implementation of software processes and new procedures within the clinic
- Manage the clinic administration, nursing and technician teams and monitor quality of work.
- Ensure rostering is completed in a timely manner and communicated to staff.
- Oversee payroll administration processes including leave management.
- Oversee and manage stock and equipment, including ordering.
- Develop and implement policies, procedures and quality standards for practice operations.
- Management of banking, reconciliations, and preparation of financial reports for management.
- Establish effective debt management processes to ensure timely payment of accounts.
- Coordinate and lead strategic and business planning to improve the practice's financial outcomes including delivery of marketing and advertising.

### **About you:**

- You must be a genuinely **motivated** and **enthusiastic** person who, by example, creates and contributes to an amazingly **positive workplace culture**.
- You **build rapport** with people easily and you enjoy **managing people**.
- You are highly **organized** and can **work autonomously** as well as **collaboratively** with your teams.
- You love the challenge of **leading people** through change.
- You are looking for the next step in advancing your career, not just a job.

### **Qualifications & Experience**

- Demonstrated experience in **leading** and **motivating teams**.
- Experience in the **Veterinary industry** preferred but not essential.

- Previous **business management experience** highly desirable.
- Competent **computer skills** and user of MS Office programs and databases.
- Head Veterinary nurses and practice managers are encouraged to apply.

### **Why you should apply**

- Hours are **negotiable hours** however for a **minimum of 3 days** is a must.
- Opportunity for **career progression** within an industry leading organisation.
- **Discounts** from various retail, travel, fitness and health providers.
- **Laptop** and **phone** provided.
- Paid **volunteer leave, maternity leave** and **Apiam Reward day** (extra day of annual leave!)
- **Work life balance** and mental health taken seriously, we have our own **Mental Health First Aid Officer** and an excellent **Employee Assistance Program**.

### **To Apply**

Please email your resume and one page cover letter outlining your interest in the role to [recruitment@apiam.com.au](mailto:recruitment@apiam.com.au)

**Applications close: Monday 12th September 2022**