



pasadena humane society & spca

Wellness Clinic Coordinator

FSLA Classification
Full Time, Non-Exempt, Tier 5a

REPORTS TO: Director of Veterinary Health

DIVISION: Operations

DEPARTMENT: Veterinary Health

PROGRAM: Wellness

JOB DESCRIPTION

Summary/Objective

The Wellness Clinic Coordinator oversees the organization's wellness programs including our public spay/neuter, vaccination, microchip clinics, and Trap Neuter Release program. The program's role is to assist clients with general inquiries, appointments and education about our wellness programs, services and responsible pet ownership. The clinic coordinator ensures high quality customer service by assisting at the clinic front desk, performing data entry, processing paperwork, educating the public.

Supervisory Responsibilities:

Manages administrative support staff. Schedules outside veterinary support when needed.

Job Duties and Responsibilities:

- Develop and coordinate PHS wellness programs, including development of policies and procedures, written documents, training, identifying animal and customer service needs, and assistance with customer service programs.
- Supervise associate staff to provide excellent customer service to the public, vendors and volunteers.
- Manage program hiring, terminations, payroll, scheduling, performance reviews, counseling, training and general productivity of the work force.
- Oversee clinic reception area and ensure excellent customer service for all clients.
- Ensure clinic phone line and emails are responded to in a timely manner and assist or direct to appropriate party. Proactively educate and support callers through education about programs and responsible pet ownership.
- Promote a positive relationship with the general public, volunteers and staff while promoting the society's programs, policies and philosophies. Address customer questions and concerns. Maintain a high quality of customer care.
- Create and oversee process for clients bringing in animals for wellness services through appointments and walk-in. Process intake, license sales, collect funds, and home care instructions.



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- Create, oversee and maintain animal and client records through accurate data entry and documents conversations in the computer system. Review and ensure staff data entry is accurate and timely. Run and analyze statistics and reports as needed. Train staff on animal management system. Recommend updates to computer system as needed for programs.
- Process payments, handle funds and ensure closing procedures are followed and accurate for all wellness programs.
- Create and manage department budget.
- Ask for and accept donations and other sales at the wellness clinic.
- Maintain cleanliness and an inviting environment in the clinic lobbies. Ensure a safe working environment and actively participate in PHS safety programs.
- Proactively participate in PHS special events and functions as assigned.
- Represent PHS at outside meetings, liaise with other organizations and partners as needed and assigned.
- Perform all other functions and special details as assigned.
- Educate the public about Trap Neuter Release, schedule clients accordingly, maintain inventory and process trap rentals.
- Hire and maintain records for relief veterinarians.
- Maintain a positive relationship with rescues and scheduling services for them.
- Schedule employee, volunteer, and foster appointments.

Requirements and Qualifications

- Must interact positively with supervisor, management, co-workers, volunteers and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, member and guests with respect, courtesy, and refrain from abusive, insubordinate and or/violent behavior.
- Must participate in Mandatory All Staff Meeting every third Thursday of the month
- Must be able to work independently with minimal supervision
- Must provide positive, proactive customer service at all times.
- Ability to lift up to 50lbs.

Skills and Qualifications

- Must possess strong computer skills.
- Must have strong program development, speaking, and writing skills.
- Supervisory experience preferred.
- Must have a college degree or commensurable work experience.
- Knowledge of dog and cat breed characteristics, behavior, health, vaccines, and handling preferred.
- Bilingual preferred.



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Work Schedule

Tuesday through Saturday with holidays and overtime as needed.

Working Conditions

Exposure to numerous animals (live and deceased) including those with uncertain dispositions. Heavy phone, email, and foot traffic.

PHS prohibits discrimination against or harassment of any person employed by or seeing employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work, status.