



**Family: Clinical and Health Services**

**Level: AM6**

**Position Profile Title: Supervisor-Vet Patient Srvcs**

Salary Grade	Minimum	Midpoint	Maximum
6	\$60,288	\$82,860	\$105,420

**PROFILE SUMMARY:**

Positions in this job profile perform the work of veterinary patient services as veterinary technicians within a unit or department with the addition of supervisory responsibilities. They supervise the daily operation of the unit or department by reviewing and approving reports; and determining priorities, schedules and work load.

**DISTINGUISHING CHARACTERISTICS:**

The distinguishing characteristic of the Supervisor-Vet Patient Srvcs profile is the coordination operational management of patient and technical services at the Vet Teaching Hospital.

**PRIMARY POSITION RESPONSIBILITIES:**

1. Coordinates daily operations for veterinary teaching hospital services or programs, including scheduling patient procedures and technical services; coordination of patient care with other departments and referrals, records maintenance, and budget management.
2. Develops and maintains inventories and supplies for various service areas.
3. May coordinate and assist during surgical and technical procedures.
4. Supervision including plan, assign and approve work; rewards/discipline; respond to grievances; hire/fire (or effectively recommend); prepare and sign performance evaluations/reviews of employees including classified and/or professional faculty
5. Ensures compliance with university policy, state and federal regulations including maintaining and updating records and systems for safety and quality standards, protocols and best practices

**PROBLEM-SOLVING AND DECISION-MAKING:**

Problems are highly varied, complex and often non-recurring; require novel and creative approaches to resolution. New concepts and approaches may have to be developed.

Decisions may affect a work unit or area within a department; job may contribute to business and operational decisions that affect the department.

Decisions impact:

- Department
- Direct team
- Vendors/Suppliers/Contractors
- Other External Agencies and Institutions

**ACCOUNTABILITY:**

Results are defined by department leadership, college and university strategy, mission and vision; existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Supervises work of classified or unclassified employees, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity. Has responsibility for making decisions on hiring, termination and pay adjustments.



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Monitors, informs, reports, reconciles within the unit/department budget.

**RELATIONSHIPS WITH OTHERS:**

Collaborates and interacts within the Dept/Unit and Externally to:

- Exchange routine, factual information and/or answer routine questions.
- Exchange detailed information or resolve varied problems.
- Access and/or work with sensitive and/or confidential information.
- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Resolve conflict, negotiate or collaborate on major projects.
- Handle sensitive issues and facilitate collaboration at the highest level.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.

**TYPICAL REQUIREMENTS:**

Must be a licensed Certified Veterinary Technician (CVT) and have ability to obtain and maintain Oregon certification within 6 months of hire date.

Bachelor's degree in field related to work assigned.

Experience coordinating clinical and research service functions in a veterinary office or hospital.

**DISCLAIMER:**

The above statements are intended to indicate the general nature and level of work performed by positions within this job profile. They are not designed to contain or be interpreted as an exhaustive list of all duties, responsibilities, skills, and qualifications required of all employees within positions covered by this job profile.