



Position: Mobile Clinic Coordinator

Department: Mobile Clinic

Non-Exempt, full time position

Hours and days will vary depending on organizational needs and may include holiday work.

Immediate Supervisor: Medical Manager

Availability: This position will typically work four ten-hour weekdays in accordance with the mobile clinic schedule. Flexibility in scheduling is required for maintenance appointments, supply pickups, events, or other clinic needs.

Position Summary:

Providing high volume, low-cost, high quality spay and neuter surgeries is one of the most important prevention methods for solving the problem of pet overpopulation. This position is a critical piece of Brother Wolf's Mobile Clinic team, which also consists of a veterinarian and two surgical veterinary assistants, all overseen by Brother Wolf's Medical Manager. The ideal candidate would possess strong administrative skills as well as a knack for working with the public. They would be a team player willing to pitch in and would be adaptable to the curve balls that come with working with animals and a public service program. This person is responsible for administrative tasks related to Brother Wolf's mobile clinic program, including scheduling appointments, handling all customer touch points, inventory, and assisting the mobile clinic with checking in and discharging animals from surgery. Candidates with animal handling experience are preferred as this job requires hands-on work with cats and dogs of unknown dispositions.

Benefits: Full time staff are eligible for medical, dental, and vision coverage as well as group and voluntary supplemental life insurance.

Essential Function/Major Responsibilities:

- Supports mobile clinic operations by scheduling public appointments via phone, email, and our online appointment request system. Responds to customer service inquiries in a knowledgeable, timely, and courteous manner.
- Works in, updates, and continuously improves Clinic HQ and other software systems utilized for mobile clinic programming
- Assists clients with medical questions regarding vaccinations, microchipping, and spay/neuter surgery. Builds and maintains expertise and comfortability speaking with clients about preparation for surgery, risks and complications, high-risk surgeries, etc.
- Coordinates financial assistance requests for the program including tracking for grant purposes and utilizing grant funding to provide assistance strategically.
- Prepares a daily roster for the mobile clinic and communicates any last-minute changes or cancellations with mobile clinic staff.



- Facilitates daily check-in of animals who are scheduled for surgery; assists with discharging animals and going over post-operative care instructions with clients at the end of a surgery day.
- Assists mobile clinic staff throughout the day by moving animals to and from overflow areas, monitoring animals in recovery, and cleaning and setting up kennels for patients.
- Collects payments for services and reconciles financial data for appointments. Processes refunds and answers payment questions from clients as needed.
- Collects, scans, and uploads veterinary records, consent forms, and other necessary documents to the clinic database as applicable.
- Works with shelter partners to schedule animals for surgery, and creates and sends invoices to shelter partners for services rendered.
- Ensures accurate record keeping, handles data entry as needed, and is responsible for microchip registration for clients.
- Assists with inventory management and purchasing supplies.
- Schedules and facilitates regular maintenance appointments for the mobile clinic and medical equipment according to need and the clinic maintenance schedule.
- Compiles clinic service data for monthly reports and works with fiscal staff as needed to compile financial information related to the mobile clinic program.
- Treats all animals and clients with courtesy, compassion, and respect.
- Other duties as assigned.

Qualifications:

- At least 26 years of age in order to qualify for insurance to drive the mobile clinic vehicle as needed
- Excellent interpersonal, communication, customer service, and time management skills essential.
- 2 years of prior experience in a customer service position preferred. Candidates with previous veterinary office experience are encouraged to apply.
- Comfortable working with databases or veterinary practice software. Ability to troubleshoot technical issues with software as appropriate.
- Working knowledge of Google office suite.
- Experience caring for and handling unknown cats and dogs in a safe and effective manner, especially large dogs and animals who experience stress during veterinary visits. Comfort and ability to work with animals of unknown disposition and those who exhibit medical and other problems, as well as aggressive tendencies.
- Enthusiasm for spay and neuter. Knowledge of basic companion animal medical information and behavior is a plus.
- Genuine affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- Ability and initiative, working with minimal supervision and direction.



- Ability to read, write, and understand English is required. Bilingual candidates are encouraged to apply.
- Demonstrates understanding of and willingness to uphold Brother Wolf mission, vision and core values.

Physical Requirements:

- Physical ability to walk and or stand on your feet throughout a normal workday required. Ability to bend and squat.
- Physical ability to engage in repetitive motions of legs, arms, and hands and to hear and see clearly.
- Physical ability to push up to 150lbs and to carry up to 70lbs regularly and independently throughout a regular workday required.
- Allergic conditions, which may be aggravated when handling or working with animals, may be a disqualification.

Working conditions:

Conditions may include working alone, working inside or outside during varying weather conditions, frequent interruptions, and some evenings/weekends meetings.

Potential environmental factors include:

- Exposure to chemical and biological hazards, such as feces and blood
- Exposure to sharp objects
- Working in environments that include loud noises
- Working in environments that may have uneven, wet, and slippery surfaces