



Stick Your Neck Out

Hospital Division Administrator Job Description

Blue Heron Consulting offers comprehensive operational, financial, and medical team coaching for veterinarians and managers across the country. Our goal is to improve the lives of veterinary practice owners and their team members while simultaneously enhancing client experience, building sustainable practice profitability and elevating the quality of care for pets.

The Hospital Cylinder Administrator accomplishes the role through a respectful, constructive, and energetic style, guided by the objectives of the company. The Hospital Cylinder Administrator reports to the Director of Hospital Operations and works closely with the the Director of Marketing & Client Relations to manage and assist with administrative, client relations, marketing, and data projects.

Qualifications:

- Proficiency with computer and internet navigation
- Adept with learning new programs and processes
- Advanced Microsoft 365 skills (SharePoint, Outlook, Excel, Word, PowerPoint, etc.)
- Proficiency with Zoom and other conference call platforms
- Aptitude for digital organization
- Attention to detail
- Ability to self-direct and work independently
- Excellent time-management skills
- Commitment to results and achieving set targets
- Sense of ownership and responsibility for the work you do
- Positive attitude
- Strong work ethic
- Must have access to a computer, phone, and fast internet

Essential Duties and Responsibilities:

The BHC Administrator responsibilities include, but are not limited to, the following:

Admin & HR

- Maintain an organized and conflict-free team calendar and Zoom account under info@bhcteam.com domain.
- Add and remove documents to/from SharePoint as needed and contribute to an organized storing system.
- Be a point of contact and field out of office emails when hospital team members are on-site, on vacation, or on leave.
- Coordinate and schedule Zoom meetings, conference calls, and Teams meetings for hospital team members, as needed.

- Collaborate with and assist Industry Division Administrator with company responsibilities and division duties, as needed.
- Maintain meeting agendas and minutes for hospital cylinder and other team meetings
- Assist HR with employee hiring, onboarding, and training tasks as needed, such as resume screening, interviews, building assessments, scheduling new hire meetings, adding new hires to existing meetings, establishing VetSuccess access, and arranging IT protection.
- Maintain hospital employee contact information and birthday lists in Monday.com.
- Serve as an IT liaison between the hospital team and third-party security companies.
- Assist Director of Hospital Operations as needed with maintaining calendar, meetings, invites, and out of office communications.

Client Relations

- Maintain gold star client communication and service as a top priority by always putting client experience first.
- Administer client feedback surveys and conducting feedback calls on a scheduled basis to solicit feedback and review client BHC experiences and identify what is going well.
- Coordinate and schedule Zoom meetings, conference calls, and Teams meetings for coaches and clients.
- Communicate important and time-sensitive information, updates, and reminders to clients regarding coaching procedures, meetings, or financial data.
- Collaborate with Director of Marketing & Client Relations and Director of Hospital Operations on finalizing coaching tools, policies, procedures, and resources.
- Assist Director of Marketing & Client Relations with client events and marketing initiatives, as needed.
- Assist Director of Marketing & Client Relations and Director of Hospital Operations in maintaining and updating client data, client lists, hospital trackers, spreadsheets, data reports, and client portal access.
- Onboard new clients by drafting and distributing contracts, requesting and collecting financial and hospital information, preparing, sending and monitoring 360 evaluations, preparing client reports and presentations, and tracking progress in Monday.com.

Metrics for Success

- Respond to all communications from current and prospective clients within same business day, or next business day if received after 4:00 PM, with proficient spelling and grammar.
- Promote organization and professionalism by preparing weekly agendas and minutes, conducting quarterly material and resource audits, and completing individual and group tasks by their deadlines.
- Identify and implement or improve at least one new system or standard operating procedure each quarter to improve team and/or individual productivity and efficiency.
- Actively seek and track quarterly professional development opportunities and/or additional projects.

Salary and Benefits:

- \$33,000-\$36,000 salary, commensurate with experience, plus opportunity for advancement
- Full time position: 40 hours/week
- Fully remote position
- Semi-flexible work schedule
- Health insurance
- Dental and vision insurance
- 4 weeks of PTO annually
- 401K
- Short-term and long-term disability insurance
- Pet health insurance policy for one pet
- CE PTO and allowance

Apply:

Please submit a resume and cover letter by September 9, 2022 for full consideration.

COVID-19 Vaccination Requirement

Throughout our pandemic response, we've endeavored to protect the health of our team, their families, and our communities while supporting our clients. Blue Heron Consulting has a vaccination requirement for all employees as a condition of employment (unless an employee has an approved or in process accommodation). Our vaccination requirement is independent of any Executive Order or U.S. Federal Government mandate. Science shows that vaccines make COVID-19 less severe in those who contract it, and this is proving to be the case for our team. Vaccines are important for public health and are the best way to help ensure that we can safely move forward together. We want to do our part to put the pandemic behind us.

All Blue Heron Consulting employees, including those who have previously contracted COVID-19 must be fully vaccinated. Exceptions to this policy are only granted to those with a firm-approved medical or religious accommodation. Pre-hires will need to complete a Vaccination Status Validation action as part of their onboarding tasks prior to their first day of employment. This activity will include providing vaccination details and uploading vaccination proof, or confirming they have an approved medical or religious accommodation through HR. Instructions will be provided to pre-hires during their onboarding process. Pre-hires will have the option to request that uploaded vaccination documents be deleted after they are verified.