



ANIMAL **EMERGENCY** CARE

Coordinator of Hospitality Operations

Hospitality Department

Employee Name:

Hire Date:

Effective Date: June 3, 2024

JOB DESCRIPTION COORDINATOR OF HOSPITALITY OPERATIONS

POSITION OVERVIEW

The coordinator of hospitality operations plays a central role in the strategic design and functioning of the hospitality department. The coordinator serves as the department's training expert, collaborating with team members from all departments to continuously refine operational processes and optimize efficiency and effectiveness. The significant floor responsibilities (>50%) of this role allow the Coordinator of Hospitality Operations to lead by example, serve as a touchpoint for mentorship of the hospitality team, and more accurately determine the effectiveness of departmental policies. Collaborating closely with veterinary hospitality assistants, they maintain the cleanliness and appearance of the hospital, ensure all hospitalized animals receive proper husbandry care, and provide assistance to other hospital departments as needed. All AEC job descriptions are living documents which will be continually edited and updated to best reflect the requirements and duties of the position they detail.

QUALIFICATIONS

AGE REQUIREMENT

Minimum age requirement is 18 years old.

EDUCATION REQUIREMENTS

High school diploma or equivalent

EXPERIENCE REQUIREMENTS

- Two years employment within veterinary medicine.

PERSONAL REQUIREMENTS

- Genuinely enjoys working with animals and is capable of caring for them even when they are stressed, ill, or in pain.
- Must be available to work nights, weekends, and holidays to be considered for the coordinator of hospitality operations position.
- **Physical Effort:** Work requires moderate physical effort, including moving animals and equipment (assistance available as needed), walking or standing for extended periods of time, and frequently working in a bent or squatting position.
- **Working Conditions:** May be exposed to unpleasant odors, noises (including barking dogs), and animal feces. May be exposed to bites, scratches, and contagious diseases. May be exposed to chemicals and medications necessitating the use of personal protective equipment. May be exposed to inclement weather while assisting patients and clients outside of the hospital.

PREFERRED SKILLS

- College degree
- Completion of a veterinary assistant program
- Two years employment in a leadership role

WAGE AND BENEFITS

Please reference open job advertisements for the current salary range.

Benefits are outlined in the employee manual and are separate from the hourly wage.

The coordinator of hospitality operations is offered the opportunity to complete a certified veterinary assistant program and subsequently, an AVMA accredited veterinary technician program. Employees may transition into other roles in the hospital upon completion of a regimented training program and satisfaction of position requirements.

ORGANIZATION EXPECTATIONS

AEC employees commit to uphold and embrace the AEC core values of **Empathy and Compassion, Efficiency, Integrity and Personal Accountability, Change and Innovation, Openness and Trust, Valuing People and Their Ideas, and Excellence.** Organization expectations for all team members are explored in greater detail in AEC's Key Performance Indicators documentation, available upon request.

- Puts the welfare of the patient first, providing patient and compassionate care.
- Engages with clients and team members with empathy and compassion, prioritizing treating all individuals in the hospital with respect.
- Manages time effectively.
- Able to stay calm and objective even in stressful situations.
- Communicates kindly and professionally both with the team and with clients.
- Maintains an attitude of flexibility and adaptability
- Open to new information, ideas, and perspectives.
- Provides feedback to teammates constructively and kindly.
- Can follow and commit to a regular schedule.
- Takes an active role in their continued professional development and skill growth and participates in the training and mentoring of their teammates when proficient in a particular skill.

POSITION RESPONSIBILITIES

Operational

- Meets with the hospitality team on a scheduled basis to coach and to train the team on new policies and/or changes in protocol.
- Works with other coordinators to ensure training needs of all departments interface, resulting in improved efficiency and communication between departments.
- Collaborates with administrative team when their support is necessary to meet training needs for the hospitality team.
- Acts as the liaison for the hospitality team between all departments.
- Participates in the hiring process of all departmental team members.
- Advises human resources on the scheduling needs of the hospitality department.
- Creates, implements, and oversees educational plans for the department.
- Cultivates working relationship with individual hospitality team members to set them up for success, stay apprised of growth opportunities, and advocate on their behalf as needed.
- Participates in fair and consistent coaching as needed, including mediation between coworkers, to provide insight as to how the organization can better meet the needs of a team member.
- Understands the documentation process within the coaching model.
- Mentors new teammates.
- Encourages self-advocacy and collaboration amongst the team when trying to find a solution to a problem.
- Fosters an environment of collaboration with all departments in the creation, adjustment, and updating procedures and protocols to meet the hospital standards of patient and client care.
- Develops and maintains protocols that assure cleanliness, continuity, and a caring environment within our facility.
- Continually reviews and modifies systems and procedures to ensure optimal service to clients.
- Maintains a facility that follows safety guidelines for OSHA, Labor and Industries (L&I), Department of Health, Fire Department and Security.
- Approaches facility maintenance as guided by VECCS and AAHA standards.

Patient Care Duties

- Receives animals to be admitted, maintaining responsibility for their proper identification and for recording their respective locations.
- Releases animals to their owners as directed by the veterinarian; ensures that every patient is clean prior to their release.
- Prepares and distributes food as prescribed and maintains record of patient appetite and dietary behavior.
- Maintains cleanliness of litter boxes and food/water bowls.
- Maintains working knowledge of and operates within protocols informed by applicable medical conditions when walking animals.
- Collects urine and fecal specimens as directed.
- Reports any observation of unusual condition or abnormal behavior in patients to the team.
- Assists the medical team with the administration of medications or with patient restraint as requested.

- Employs knowledge of safe and appropriate restraint techniques when handling animals, especially when patients are large or fractious.

Janitorial Duties

- Completes daily, weekly, and monthly task lists to maintain the cleanliness and overall appearance of the hospital and hospital equipment.
- Cleans and sanitizes all cages, runs, wards, and related areas. Prepares kennels to provide a safe, clean, and comfortable environment for each patient.
- Maintains laundry for the hospital with respect to the procedures concerning surgical, contagious, and non-contagious patients.
- Maintains the janitorial needs of the property. Janitorial duties include sweeping, mopping, vacuuming, emptying trashes and recycling, disinfecting flat surfaces (countertops and workspaces), general tidying, and other duties as outlined in the aforementioned task lists.
- Maintains functional knowledge of the safe and appropriate application of chemicals and cleaning supplies used in the hospital.
- Cleans, prepares, and sterilizes all instruments used by the medical departments.
- Assists with maintenance of veterinary equipment as directed by coordinators.

Maintenance

- Operates and maintains the autoclave.

Finance

- Coordinates with the administrative team regarding the budgeting needs of the department.

Position responsibilities for the coordinator of hospitality operations are informed by technical skill levels 1-13. The complete scope of an individual coordinator's job responsibilities is reflected in the technical skill level set at which they are currently considered proficient. This scope is cumulative and is inclusive of all skills defined in prior skill levels. Please refer to the Technical Skill Levels document for all medical support departments as necessary.