**Veterinary Hospital Office Manager**
**Location:** Berkeley Humane Veterinary Hospital, Pinole, CA
**Type:** In-Office
**Reports to:** Shelter Veterinarian
**Pay Rate:** $62,400–$72,800 DOE
**Status:** Full-Time, Exempt

**Make a Life-Saving Difference**
At Berkeley Humane, every interaction, from check-in to checkout, impacts the care and comfort of our animal patients and their families. As our Veterinary Hospital Office Manager, you’ll lead front office operations with compassion, professionalism, and purpose.

You’ll support a high-performing team of staff and volunteers while ensuring an excellent client experience, smooth patient flow, and accurate administrative functions. This is a perfect role for someone who loves animals, thrives in a fast-paced environment, and brings leadership, organization, and heart to every task.

**What You’ll Do**
• Lead and oversee all front desk functions, including scheduling, check-ins, client communications, and payments
• Deliver outstanding customer service while meeting both client and patient needs
• Hire, train, coach, and support volunteers and front office staff
• Manage billing, financial reporting, and ensure accurate payment processing
• Monitor patient scheduling for routine visits and surgical care
• Improve systems and workflows to streamline operations and enhance client experience
• Maintain accurate records, client information, and reporting for grant support
• Foster a positive, team-based environment with high morale and strong communication
• Support inventory, supplies, and front office readiness

**What You Bring**
• 1–2 years of experience in veterinary, healthcare, or medical front office management (required)
• Knowledge of veterinary protocols and terminology (preferred)
• Bilingual in Spanish (preferred)
• Strong leadership and mentoring abilities
• Ability to multitask and prioritize in a fast-paced setting
• Proficiency in veterinary management software (Shepherd or similar), Microsoft Office, Zoom, and QuickBooks
• Excellent communication and customer service skills
• Strong financial acumen and comfort with billing/reporting

**You’re a Great Fit If You…**
• Are passionate about animal welfare and client care
• Lead with empathy and professionalism
• Motivate and support a diverse team of staff and volunteers
• Look for opportunities to improve systems and experiences
• Thrive in a detail-oriented, busy environment
• Communicate clearly and calmly, even if things get hectic

**Requirements**
• Ability to lift up to 50 lbs and humanely restrain animals if needed
• Ability to stand, walk, bend, and use stairs regularly
• Exposure to cleaning agents, allergens, and animal-related odors
• Regular interaction with animals, most of them cute, some risk of bites/scratches
• Tetanus and rabies vaccinations strongly recommended
• Some weekend and evening availability required

**Why Berkeley Humane?**
Join a compassionate, mission-driven organization where your leadership directly supports animals and their people. You'll work with a dedicated, pet-loving team in a positive environment that encourages learning and growth—and yes, there are puppies.

**Berkeley Humane is an Equal Opportunity Employer**
We celebrate diversity and are committed to creating an inclusive, equitable, and supportive workplace. Individuals of all backgrounds, identities, and experiences are strongly encouraged to apply.