**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.