



## Office Manager

Gawler Animal Hospital and Animalia Vet Clinic are looking for a new team member to oversee our administrative processes and client service delivery across two fast paced Vet practices with 14 vets and over 40 support staff. Flexible working arrangements are negotiable.

### **Who are we and what do we offer?**

We are a privately owned small animal practice just outside of Adelaide with two clinics where each person who walks through the door is like family. We have a varied case load complemented by a team who possess an array of different strengths and interests.

We have a remuneration structure that rewards skills as well as personal attributes and commitment, an equity buy-in process to enable staff to have an ownership stake in the clinic and flexible working arrangements. We hold weekly staff meetings/training sessions and are recognised as a Lincoln Institute Employer of Choice. Having a supportive culture is very important to us as is our sense of teamwork and collaboration. We have a Health and Wellbeing Team, access to an Employee Assistance Program, and love having regular social events! Gawler Animal Hospital is a Veterinary Surgeons Board Accredited Hospital, and an ISFM Gold Standard Cat Friendly Hospital.

### **Who are we looking for and what will you offer?**

We have created a new position that provides direct oversight of administrative processes and client services across both clinics which involves the coordination of the Customer Care team and a commitment to ensuring that client service excellence is achieved at all times.

We are looking for someone who's values align with ours, being Accountability; Autonomy; Vulnerability; Collaboration and Family, and we operate in an environment of continual improvement.

The Office Manager will lead by example, supervise staff, have well-developed communication skills, collaborate well with all stakeholders and have exceptional attention to detail. Coaching and mentoring knowledge is highly regarded as is experience within the veterinary industry, although not essential.

You are the kind of person who will hit the ground running and take our standard of client services to the next level. Our line of work requires you to be empathetic, passionate and not afraid to get stuck in and have those difficult conversations.

If you think you're the person we need to talk to, please send a copy of your resume and cover letter to [office@gawlervets.com.au](mailto:office@gawlervets.com.au), attn. Anne Crouch by 5pm Friday 16<sup>th</sup> February 2024.