



Front Office Manager

About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end Asia's dog and cat meat trade.

Soi Dog's Mission Statement is: **"To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty"**. Its core values are compassion, honesty, integrity and transparency.

For more information, please visit www.soidog.org

JOB DESCRIPTION

Job Summary: Responsibility for managing all aspects of the 24 hr dog and cat hospital emergency front office department, which includes dealing with walk-in emergencies and appointments, answering phone calls, responding to messages, scheduling appointments and coordinating with dog/cat hospital and community outreach operations including managing remote animal rescue officers. Leading a highly pressured, fast paced environment though ensuring accuracy is maintained along with exceptional organisation. Ability to inspire and lead a team of people to seek continual improvement in running of the department and their own personal development.

Key Responsibilities:

- To ensure a high level of customer service and professionalism is consistently maintained within the department.
- To ensure the organisation of scheduled off-site treatments, collections of animals, reservations, return of animals and following up with accurate and prompt reporting.
- Create rotas to ensure maximum efficiency is maintained within the department over the 24hr period.
- Ensure accuracy within the department for all reservations and appointments.
- Ensure health and safety policies are implemented.
- Create, review and implement effective SOPs and KPIs within the department and ensure all necessary staff understand their importance and adheres to them ensuring animal welfare as its core principal.
- Hiring and training employees for the department as and when required.
- Create annual budgets and implement cost controls for the department.
- Apply the annual performance reviews for the department.
- Communicates effectively and professionally with other Heads of Department in both written and verbal communication.
- Build working relationships with key stakeholders internally and externally.

- Provide reporting on the department as and when required.
- Ensures front desk and surrounding area is clean and tidy and presented in a professional manner at all times.
- As part of the front office team be expected to be flexible in multi-tasking and pitch in with all duties to ensure a high level of performance is maintained within the department.
- As part of the Soi Dog Management team be available to help as needed, even with tasks that are outside of the job description.

Department and Supervisor: Department of Animal Welfare. This position reports to Dog Hospital Veterinary Manager and Cat Hospital Veterinary Manager

Skills and Qualifications:

- Proficient in Thai both written and verbal
- High standard of English both written and verbal
- Minimum experience of 3 years in managing a department with responsibility for 4 or more team members with proven track record of managing and developing people.
- Financial literacy
- No fear decision making and problem solving
- Outstanding communication skills with experience in conflict resolution
- Exceptional organisational skills orientated to detail
- Dynamic leadership skills
- Diplomacy skills
- Exceptional time management
- Strong interpersonal skills
- Flexible and dependable
- Good listening skills
- Proficient in Excel/Word
- Ability to work under pressure in a fast paced environment
- Must have a passion for animal welfare
- Able to comfortably work with dogs/cats and handle situations of animals arriving to front office requiring emergency medical treatment

Location: Mai Khao, Phuket

Type of Employment: Full-time

Benefits:

- Five-day work a week, 40 hours per week with two days off. Employee may start and finish work different times depending on their duties as directed by their manager.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Annual Service bonus
- Social Security
- Provident Fund
- Uniform

HOW TO APPLY

Please send your CV together with a covering letter **in ENGLISH** detailing why you think you would be appropriate for this role, to hr@soidog.org

Short-listed candidates will be notified by email