AUBURN
Human Resources

Mgr, Central Receiving Services

Job Description

JOB INFORMATION

Job Code	IA01
Job Description Title	Mgr, Central Receiving Services
Pay Grade	RE09
Range Minimum	$58,600
33rd %	$72,270
Range Midpoint	$79,110
67th %	$85,950
Range Maximum	$99,620
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM

JOB FAMILY AND FUNCTION

Job Family:	Research
Job Function:	Lab & Field Operations

JOB SUMMARY

The Manager, Central Receiving Services oversees, leads, and supervises the College of Veterinary Medicine's (CVM) Central Receiving Unit located within the Department of Pathobiology. The Department of Pathobiology is comprised of multiple research and diagnostic laboratories which provide integral diagnostic services to the CVM's teaching hospitals, national reference laboratories, and national and international private veterinary practices. The Central Receiving Service will handle hundreds of diagnostic and research samples on a weekly basis through an established protocol for handling, accessioning, and processing these samples in a safe, efficient, traceable, and timely fashion.

RESPONSIBILITIES

- Leads and oversees day-to-day operations of Central Receiving Services and supervises the personnel of Central Receiving for the Department of Pathobiology by serving as the point person for all carrier services, by managing the training of all Central Receiving Services personnel, by supervising other employees, by training, evaluating, and making or recommending pay, promotion or other employment decisions, by overseeing courier services to area veterinary clinics, by developing, revising, and optimizing processes for accession receiving functions, by establishing appropriate policies and procedures that maintain strong customer relationships and deliver quality customer service with a high level of customer satisfaction.
- Enters accession diagnostic and research pathology cases into VetView with the primary goal of ensuring cases are accessioned accurately and in a timely manner with no errors or omissions, thus ensuring database integrity.
- Serves as veterinary information system superuser for the diagnostic laboratories. Oversees digital organization of specimen data and facilitates access to database searches for retrospective studies utilizing banked specimens. Serves as liaison for the diagnostic laboratories, veterinary clinics, and other external stakeholders navigating the veterinary information system. Works closely with IIT department and software developers to identify, develop. and integrate processes specific to diagnostic services. Oversees website content for all Pathobiology laboratories to maintain current information.
- Checks invoices for accuracy, ensures invoices are mailed within the first week of each month, and confirms payments are posted accurately each day.
- Communicates with submitters and stakeholders in a courteous and timely manner regarding billing/payment issues. Refers diagnostic or case-related questions to pathologist.
- Receives and processes all revenue associated with diagnostic laboratories in the Department of Pathobiology. Generates reports and may assist with budget development and annual statistics on specimen type and revenue. May delegate clerical tasks to Central Receiving personnel. Provides research data for veterinary research projects.
- Disseminates pathology reports to outside submitters within 6-12 hours of finalization.

RESPONSIBILITIES

- Assists pathologists and graduate students with VetView trouble-shooting so that issues are resolved or referred to IIT personnel quickly.
- Maintains diagnostic pathology records and databases in an organized and accessible manner. Generates production-related reports as requested by supervisor or department head. These reports will be generated on an established schedule or as requested.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Supervises others with full supervisory responsibility.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline	and	5 years of	Experience working in a lab with at least 3 years of experience working in an information management data system. The 3 years of experience must include the skills and ability to generate reports and ensure data integrity. Experience in managing or supervising people.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of office procedures and practices, lab processes, terminology, and information management data system. Developed supervisory skills.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Healthcare & Safety

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Lifting		X				
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking				X		
Hearing				X		
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards				X	
Wet and/or humid		X			
Noise					X
Chemical				X	
Dusts			X		
Poor ventilation		X			

Vision Requirements:

Ability to see information in print and/or electronically.