

<b>Job Title</b>	Specialist Veterinarian (Experienced)
<b>Segment / Business Unit</b>	Mars Veterinary Health Asia / VES Hospital
<b>Job Function / Job Family</b>	Veterinary / Veterinary Operations
<b>Job Level / Pay Range</b>	
<b>Location / Site of Position</b>	Singapore / VES Hospital (Location)
<b>Line Manager's Name &amp; Position</b>	Sebastien Monier / Medical Officer
<b>Evaluation Code (completed by Rewards)</b>	
<b>Date</b>	0 7 1 0 2 0 2 1

## Job Purpose/Overview

Mars Veterinary Health (MVH) is a global leading provider of high-quality, advanced veterinary care for companion animals. Our business offers a wide range of high-quality medical services covering preventive and basic health care as well as advanced diagnostics, internal medicine, intensive care, surgery and orthopaedics. MVH also provides rehabilitation, physiotherapy, dietary advice and offers selected pet food, pharmaceutical and care products.

VES Hospital is a business unit of MVH Asia, seeks a Specialist Veterinarian to join its veterinary team.

## Key Responsibilities

The Specialist Veterinarian will deliver the highest quality veterinary care and an exceptional client experience. S/he advocates for pets and their quality of life; builds a long term bonding relationship with clients; contributes to the development and maintenance of the human-pet bond; educates clients and hospital associates on all aspects of pet health; mentors and develops an efficient, collaborative and productive veterinary medical team; and improves both the medical quality and business performance of the hospital.

## Context and Scope

- Live and exemplify the Five Principles of Mars, Inc. within self and team.
- Deliver the highest level of veterinary care to every pet in a professional and ethical manner while ensuring the client and their pet have an exceptional experience.
- Establish trust and gain the confidence and compliance of clients through effectively delivering appropriate preventive care, performing complete diagnostic workups, developing thorough treatment plans, communicating home care instructions, and planning follow-up visits.
- Advocate for preventive care and adoption of wellness plans.
- Assimilate information gathered through effective history taking, physical examination and diagnostic workup to arrive at an appropriate and effective clinical decision.
- Lead veterinary team through the daily schedule and caseloads, delegating tasks to paraprofessionals and improving hospital efficiency.
- Practice veterinary medicine in a manner compliant with the Animal & Veterinary Service and VES Hospital's Code of Conduct and Ethics, along with appropriate medical record documentation.
- Address and resolve client concerns arising from the medical care of their pet/s.
- Collaborate harmoniously with hospital team, peers, leaders and Mars associates, enjoying being a member of the larger veterinary community/profession;
- Develop strong lasting relationships with clients.
- Partner with field and hospital leadership to design a career development plan which may include medical, surgical, communication and leadership skills.
- Strive to achieve performance metrics outlined by medical and field leadership.
- Demonstrate integrity and ethics in all actions and behaviors.
- Practice evidence-based medicine and preventive care when data or guidelines exist, using sound judgment when they do not.
- Perform all basic surgeries with appropriate anesthesia, monitoring and pain management.
- Educate clients and hospital associates to improve their level of knowledge about veterinary care and husbandry.

- Charge for services rendered and products/prescriptions dispensed.
- Mentor veterinary student externs and students in summer jobs programs.
- Constantly strives to enhance medical quality, hospital efficiency and profitability.
- Other assigned duties.

## Job Specifications/Qualifications

### 1. Education & Professional Qualification

- Board-certified specialists (ECVIM, ACVIM or FANZCVS) or residency trained.
- Doctor of Veterinary Medicine (DVM/VMD) or equivalent degree required.
- Veterinary license in good standing or eligibility for licensure with the applicable veterinary board.

### 2. Knowledge/Experience

- Minimum five years relevant professional veterinarian experience in a pet clinic or hospital environment.
- Minimum three years' experience in area of specialization (e.g. Anaesthesia, Cardiology, Dermatology, Emergency and Critical Care (ECC), Internal Medicine, Neurology, Oncology, Ophthalmology, Radiology, Surgery)
- Independent, self-motivated, capable to meet tight timeline.
- Attention to details and accuracy with strong sense of urgency.
- Ability to handle multi-tasks and respond effectively to ad-hoc requests.
- Good stakeholder management skills and strong interpersonal and communication skills.

## Level of role, Critical MLCs and Competencies

### Level of Role



#### Individual Contributor

- Delivers Consistent Results
- Creates Collaborative Relationships



#### People Leader

- Develops Talent
- Engages Associates



#### Senior Leader

- Practices Breakthrough Thinking
- Navigates Complex Challenges

## Key Supporting Competencies (4-6)

- Action Oriented
- Customer Focus
- Ensure Medical Quality
- Integrity & Trust
- Listening
- Peer Relationships

## Key Functional Competencies & Technical Skills (3-5)

- Reads, writes and speaks fluent English. Demonstrates strong written and verbal communication skills.
- Proven ability to perform all consultations and basic surgeries, including use of all standard medical instruments and equipment.
- Maintains a positive “can do” outlook, rebounds quickly from frustrations and unpleasantness, and maintains composure and friendly demeanor while dealing with stressful situations.
- Demonstrates a systematic approach in carrying out assignments. S/he is orderly and excels at cutting through confusion and turning chaos into order.
- Demonstrates a strong ability to identify, analyze and solve problems. S/he is able to translate problems into practical solutions.

- Comfortably and confidently uses a computer and specialized medical software, as well as Microsoft Outlook, Word and Excel.
- Other assigned duties.