
Director - Diagnostic Service

Faculté de médecine vétérinaire - Diagnostic Service

The Diagnostic Service (SD) of the Faculté de médecine vétérinaire (FMV) plays a unique role in veterinary diagnosis in Quebec. The Service enjoys a rich and diverse environment where diagnosis and research go hand in hand to promote a dynamic and evolving diagnosis. A vast body of expertise is concentrated at the FMV, greatly benefitting the DS and its clients. In addition, the neutrality and rigor of a public training and research institution are its guarantee of excellence.

Description of Mandate

Reporting to the Vice-Dean of Clinical Affairs and Professional Training, as director, you plan, organize and direct, through the personnel under your responsibility, the administrative and operational activities of the SD. More specifically, your main mandate lies in the management of professional affairs, DS operations, budget, planning and human resources.

Key Challenges

- Ensure the implementation of the DS strategic planning following the faculty orientations and values.
- Prioritize relevant developments in collaboration with the teaching staff working at the DS and the department director and promote the DS mission of excellence.
- Ensure management and operation of daily laboratory activities in accordance with accreditation standards and institutional policies, using an approach in line with the faculty mission.
- Foster a positive public image by managing communications and external relations.
- In collaboration with the teaching staff, ensure the development and implementation of new technologies and standards relating to customer services and societal needs.
- Prepare budgets and ensure financial stability, with the common good and the financial health of the faculty as priorities.
- Optimize budgetary resources and supervise the equitable allocation of expenses across laboratories, considering faculty and institutional guiding principles.
- Supervise and assume management of support and professional staff and see to workforce planning, work schedules and performance evaluation.

- Coordinate and maintain the quality control program for professional, technical and support services in line with GLP, ISO and AAVLD standards.
- Establish a pricing structure based on faculty and institutional policies.
- Supervise and coordinate the various laboratory services (sample reception, technical, administrative).
- Participate in the negotiation of contractual agreements with government bodies or private organizations and ensure management of these agreements. Establish agreements with other faculty services (e.g., CHUV, research).
- Exercise a right of representation to various bodies in the veterinary laboratory community as part of their responsibilities.
- Coordinate the different sector planning process; including the acquisition and renewal of equipment.
- Ensure the application of occupational health and safety standards and implement appropriate corrective measures.
- Establish customer satisfaction assessment mechanisms, set up a complaint procedure and ensure appropriate follow-up and corrective action.
- Practice positive leadership and take innovative actions to promote the development of the DS.

Candidate Profile

- Doctor of veterinary medicine and graduate diploma in a scientific field related to diagnosis
- Several years of relevant experience (at least nine, including 5 in management), preferably in veterinary diagnostics or a university diagnostic service
- Ability to manage diverse teams and maintain an inclusive work environment and strong team spirit
- Several years of experience in administrative management and customer service
- Knowledge of regulations
- Strategic vision
- Leadership
- Innovation
- Synthesis
- Good judgment
- Sens of ethics
- Managerial courage
- Good command of French
- Good working knowledge of English

Information about the position

- Application period: Until August 24, 2020
- Place of work: Saint-Hyacinthe Campus

