

Animal Medical Center



Compassionate Care for Pets

JOB DESCRIPTION: Client Services Representative II

REPORTS TO: Client Services Supervisor

FUNCTION:

Client Services Representatives have one of the most important and most challenging duties in the entire hospital. Your primary function as a Client Services Representative is to make the clients feel welcome. Because you interact with clients more than any other staff member, the impression you make is a lasting one that can shape a client's entire view of the practice. Your job is demanding and rewarding, and frequently stressful. Whatever the circumstances, it is your duty to project the competence and empathy that is fundamental to our practice philosophy. Never forget that the client is the reason we are here. He or she pays our bills and writes your paycheck. Always keep this in the forefront of your mind.

DUTIES and RESPONSIBILITIES

- Enter new clients and new patients into Cornerstone.
- Update client and patient information as needed.
- Schedule appointments for wellness visits and puppy/kitten packages/boosters.
- Schedule appointments for surgery.
- Check-in clients who have/don't have an appointment.
- Welcome the clients and patients by greeting them, offering coffee, showing them to a seat, etc.
- Notify the proper technician, doctor, or staff member of the client & pet's arrival.
- Check-out clients.
- Ability to present charges on the invoice to the client. Assure that owners meet all financial obligations or that acceptable arrangements have been made.
- Process medication refills for technicians.
- Verify refills are correct.
- Call PCS to get/bring a pet to front area.
- Assure all incoming forms are completed and then entered accurately into Cornerstone.
- Schedule boarders.
- Working knowledge of Care Credit, Held checks, and billing on accounts.
- Knowledge of vaccine protocol.
- Ability to stock front displays, food, and office supplies.
- Maintain cleanliness and orderliness of front desk and lobby area.
- Knowledge of when to defer to others.
- Knowledge of emergency protocol.
- Knowledge of Euthanasia procedures.
- Knowledge of Animal Release for wild and domestic animals.
- Answer incoming telephone calls utilizing proper telephone etiquette.
- Provide knowledgeable sub-professional advice concerning the care and treatment of animals including questions regarding services, fees, care and treatment in accordance

with hospital policies. Appropriately direct other questions and communication to a veterinarian, technician or other staff member.

- Ability to review the past week's charts and assure entries are correct.
- Proper telephone message routing.
- Ability to run End of Shift reports.
- Cash handling abilities. Ability to process cash, checks, debit/credit cards.
- Ability to assure shift report matches drawer count.
- Ability to open the clinic alone and prepare public areas for clients and pets.
- Ability to close the clinic alone.
- Ability to run End of Day procedures accurately.
- Knowledge of flea and heartworm products.
- Knowledge of retail food stock.
- Knowledge of Prescription Food.
- Ability to create patient/client reminders.
- Ability to create a patient estimate.
- Knowledge of Rabies Observation policies.
- Ability to process deceased pets' charts, including mailing sympathy cards.
- Knowledge of basic codes and abbreviations.
- Other duties as assigned.

POSITION REQUIREMENTS

EDUCATION

- High School diploma preferred.
- Must complete CS training video program upon hire.

EXPERIENCE

- Must possess 1 year of experience in Customer Service, preferably in animal/human healthcare.

PERSONAL

- Must be able to work under the broad general administrative supervision of the Hospital Administrator and Human Resources Manager.
- Must maintain proper appearance and personal conduct at the front desk.
- Must adhere to the policies and procedures as outlined in the Employee Manual.
- Must be able to communicate with staff and clients using considerable tact and diplomacy.
- Ability to work well with other staff members and supervisor.
- Possess strong communication skills, able to communicate clearly to doctors, staff, and clients.
- Ability to multi-task, i.e. answer the phone and prepare a client to checkout.
- Strong knowledge of all over-the-counter products that are sold such as flea and tick preventative, shampoos, and pet foods.
- Possess strong computer skills.
- Ability to be flexible and adapt professionally to change.
- Possess a good understanding of hospital policies and procedures.
- Possess strong organizational skills.
- Ability to keep a clean working environment.