



POSITION: Client Service Representative
DEPT: Clinic
Reports to: Lead Client Service Representative
Status: Non-Exempt
Updated: April 2018

SUMMARY OF POSITION

Under general supervision of the Lead Client Service Representative, this position will support the Clinic team by creating a welcoming environment and maintaining accurate patient records for clients, both in the Clinic as well as the Neuter Scooter.

CLINIC RESPONSIBILITIES

- Open and prepare the Clinic for business, including following and completing the daily checklist.
- Respond to customer questions and concerns quickly and professionally.
 - Answer phone, ensuring messages are forwarded to appropriate personnel.
 - Complete reminder calls for next day's appointments.
- Check all clients in and out for appointments.
- Close the Clinic at the end of the day.
 - Organize and re-stock materials.
 - Complete end of day report.
 - Close out credit card machine and place deposit in the safe.
 - Lock the door.
- Maintain cleanliness of lobby and front desk area.
- Promote and maintain the humane care and treatment of animals at all times.
- Fully participate in Clinic efforts to offer all clients superior customer service.
- Perform other duties as assigned by the supervisor.

NEUTER SCOOTER RESPONSIBILITIES

- Ensure all documents, equipment and preventative medications are fully stocked.
- Set-up the Neuter Scooter Reception site, including configuring all administrative equipment.
- Act as a responsible and competent driver of the secondary vehicle for the Neuter Scooter team.
- Act as a responsible and competent Neuter Scooter maneuverability spotter for parking.
- Check all patients in and out for surgery.
- Address client questions and concerns.
- Create and maintain all records of the Neuter Scooter including:
 - Labels for prescriptions.
 - Services performed and Vet's notes.
 - Invoices and certificates.
- Close the Neuter Scooter reception area at the end of the day.
 - Secure all equipment.
 - Complete end of day report.
 - Drop off the deposit.
- Fully participate in Neuter Scooter efforts to offer all clients superior customer service.
- Perform other duties as assigned by the supervisor.

This position performs in accordance with the organization's expectations for animal care, brand integrity, teamwork and interpersonal relations, and actively contributes to improving service delivery, communication and consistency.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

- High School Diploma or equivalent.
- Customer service experience required.
- Experience working with animal welfare organizations preferred.
- Must demonstrate a passion for and commitment to the VBSPCA's mission.
- Ability to work cooperatively with people and to communicate clearly about VBSPCA's mission, the care and treatment of animals, and the safety of the public and other employees.
- Excellent oral and written communication skills.
- Intermediate proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Ability to operate office equipment, including printer, fax machine, copier, and credit card machine.
- Ability to function well as a team member.
- Completion of Clinic Front Desk training guide within 90 days of hire.
- Valid Driver's License.

ADDITIONAL REQUIREMENTS

- Must be able to work assigned schedule without conflict or tardiness.
- Must have professional presentation and demeanor.
- Must represent the VBSPCA professionally at all times.
- Able to prioritize and multi-task in a fast-paced environment.
- Must be self-motivated and able to complete tasks accurately and as directed.
- Attention to detail, quality and accuracy required.
- Must be able to work flexible hours, including evenings and Saturdays, in a fast-paced setting.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Ability to effectively communicate in English.
- Ability to comfortably interact with animals, including wildlife.
- Ability to restrain animals in a safe and appropriate manner.
- Ability to lift and move up to 50 pounds.
- Ability to clean kennels and deal with offensive odors.
- Able to be exposed to cleaning chemicals and their strong odors.
- Ability to sit, talk, hear, stand, walk, use hands and fingers, handle or operate objects, reach with hands and arms, climb and balance, stoop, kneel, crouch and crawl.
- Ability to handle stress.
- Ability to use a computer and other standard office equipment.
- Must be able to move throughout the building as needed throughout the day.

Virginia Beach SPCA is an equal opportunity employer and does not discriminate against candidates or employees based on race, color, religion, sex, national origin, age, pregnancy, disability, military status, veteran status, genetic history or any other protected status. Virginia Beach SPCA encourages all qualified individuals to apply.

DISCLAIMER

I have read the job description. I understand the information contained in the job description. I further understand that this job description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or physical requirements/working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care.

SIGNATURE

DATE