



POSITION: Client Service Representative
DEPT: Veterinary Clinic

Reports to: Lead Client Service Representative
Status: Non-Exempt, Full-time or Part-time
Updated: August 2016

JOB SUMMARY:

Under the direction of the Lead Client Service Representative, the Client Service Representative is responsible for creating a welcoming environment, while maintaining accurate patient records for clients at the clinic, or Neuter Scooter.

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

CLINIC RESPONSIBILITIES

- Open and prepare clinic for business.
 - Follow and complete 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
 - Configure 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.

KNOWLEDGE AND SKILL REQUIREMENTS:

- High School Diploma or GED
- Experience working with animal welfare organizations is preferred.
- Customer Service experience.
- Basic level computer skills using various standard office programs such as Word and Excel or other similar type programs.
- 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.
- Must be able to represent VBSPCA professionally at all times.
- Must be able to work flexible hours, including evenings and Saturdays, in a fast-paced setting.
- Completion of Clinic Front Desk training guide within 90 days of hire.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

- Ability to communicate effectively in English.
- Ability to restrain animals to lift and/or move up to 50 pounds.
- Ability to clean kennels.
- Ability to be around animals and wildlife.
- 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.
- Must be able to move throughout the building as needed throughout the day.
- May be exposed to cleaning chemicals and offensive odors.

To apply, submit cover letter, resume, [VBSPCA employment application](#), and professional references to Emily.Peck@vbspca.com