



***Pet Network Humane Society
Position Description***

Title: Community Hospital Client Service Representative **Status:** Hourly **Date:** March 2025

Primary Purpose: The Client Service Representative represents the Pet Network Community Hospital to the public in a friendly, professional manner, maintains a smooth and orderly flow of patients through the Hospital, assists clients, and maintains accurate records in order to provide exceptional customer service.

Reports to: Community Hospital Operations Manager, Director of Community Medicine/Hospital Medical Director

Workers Supervised: None

Essential Duties/Responsibilities:

1. Greet and assist all Hospital clients in a positive, warm, and professional manner
2. Promptly answer and respond to incoming calls, voicemails, emails, and direct calls to the proper staff member
3. Ensure a smooth and efficient client check-in and discharge process
4. Assure that consent forms are signed by clients prior to appointments
5. Manage the Hospital schedule by accurately scheduling, confirming, and canceling appointments.
6. Utilize Hospital software to accurately enter client information and payments and create end-of-day reports
7. Prepare, update, and maintain patient and client records
8. Provide helpful information to clients on basic Hospital information and procedures in a courteous manner.
9. Assist with cleaning at the front desk, lobby, waiting room, exam room and other areas of the Hospital as needed
10. Maintain front desk equipment and supplies
11. Assist clients with determining appropriate payment options
12. Assist with gathering success stories and encouraging donations to support the shelter
13. Contribute to and lead initiatives to improve processes and procedures
14. Help out with other tasks and in other areas of the Hospital as needed
15. Effectively and properly clock in and out for breaks and lunches.
16. Discuss payment plans and options for clients in financial need
17. Troubleshoot software problems and communicate with software developer
18. Coordinate with other veterinary hospitals to obtain medical records
19. Discuss cremation options with owners for deceased pets and coordinate pickup of remains
20. Performs other duties as assigned/required

Work Conditions and Physical Requirements:

- Performs work both in an office setting as well as interacting with the public and clinical settings

- The job requires a variety of activities throughout the day including sitting, standing, lifting, stooping, twisting, and bending

Equipment Use: Community Hospital software programs (Ezyvet) and payroll time management software (Paychex). Computer, phone, printer, fax, copier and other office equipment.

Work Hours: Hourly position. Pet Network Community Hospital is open to the public Wednesdays through Saturdays. Individual schedules vary but employee should be available and willing to fill in on an emergency basis on other days including holidays. Lunch breaks are 30 minutes and need to be coordinated with what works best for the hospital workflow and available coverage.

Mental Demands:

- Must contain high learning agility, willingness and ability to obtain veterinary medical knowledge as it pertains to this position. Must possess strong organizational, time management and communication skills. Must work collaboratively, working effectively as part of a team to accomplish the organization's goals. Requires exceptional attention to detail, courteous and professional demeanor. Requires strong interpersonal skills to communicate successfully with a variety of people.
- Requires mental clarity and an innovative and solution-oriented attitude with the ability to quickly problem solve in varying situations and the ability to manage changing priorities and varied tasks and schedules. Requires the ability to take initiative on organization based projects while working with minimal supervision and direction. Must have the ability to healthy manage high stress situations such as animal emergencies, high work volume, and difficult medical decisions which may result in euthanasia. Must be comfortable and proficient with computer technology.

Physical Demands:

- The employee will work with live animals, including dangerous and fractious animals, with risk of injury such as animal bites and scratches, and exposure to zoonotic diseases and biohazards such as animal disease and waste. Potential exposure to allergens, fumes, dust, animal dander, sharp objects and hazardous chemicals requiring OSHA Material Safety Data Sheets including anesthetics, radiation, and medications. Potential interactions with hostile persons and exposure to environmental factors such as temperature variations, and high noise levels.
- Must be able to lift at least 50 pounds
- Must be able to work at a fast and efficient pace while maintaining safety and health standards for both the workers and the animals. Must be able to respond quickly to emergencies.

Minimum Requirements:

- High school graduate or equivalent
- Minimum of two years of experience in a customer service field or working with the public, although we will consider promising candidates with less experience
- General knowledge of veterinary office practices and procedures preferred
- Basic to advanced knowledge of medical conditions, medications, terminology, and comfort with medical triage processes (preferable)
- Applicants with veterinary, medical reception, or hospitality experience will be given preference
- Professional appearance and demeanor
- Willingness to participate in the Veterinary Receptionist Certificate of Excellence (VRCE) program

- Sign and follow the Pet Network Employee Handbook, the Workplace Culture Agreement and Adopters Welcome Philosophy
- Ability to learn and work with Ezyvet software, Pay Junction, and Vet Billing
- Experience with MS Office, Excel and Google Office preferred.
- Uphold Pet Network's core values

General Qualifications:

- Must be willing to support the mission of the Pet Network Humane Society.
- Knows, understands and follows procedures and policies of the Pet Network Humane Society.
- Must adhere to all local laws regarding personally owned animals.
- Must treat all animals humanely, with love and concern both on and off the job.
- Must interact with all clients and adopters judgment-free, professionally and with respect.
- Positive attitude is a must!

Work Hours: Wednesday- Saturday, 10 hour shifts

Benefits:

- Fully Sponsored Health, Vision and Dental insurance
- 401k
- 401k Matching
- Life Insurance
- Accident Insurance
- Disability Insurance
- PTO
- Paid Holidays
- Referral Program
- Gas Allowance
- Mental Health Days
- Discounted Veterinary Care at the Community Hospital for personal pets
- Benefit coverage summary will be discussed during onboarding