



***Pet Network Community Hospital
Position Description***

Title: Community Hospital Client Service Representative **Status:** Hourly **Date:** September 2023

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: Reports to: 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
10. Hospital as needed
11. Maintain front desk equipment and supplies
12. Assist clients with determining appropriate payment options
13. Assist with gathering success stories and encouraging donations to support the shelter
14. Contribute to and lead initiatives to improve processes and procedures
15. Help out with other tasks and in other areas of the Hospital as needed
16. Other duties as assigned by the Director of Community Medicine
17. Discuss payment plans and options for clients in financial need
18. Troubleshoot software problems and communicate with software developer
19. Coordinate with other veterinary hospitals to obtain medical records

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
- Potentially subject to animal bites and scratches

- Exposure to cleaning chemicals, fumes, dust, animal dander, and feces
- Must be able to carry up to 50 pounds
- Must be able to work at an efficient pace
- Must understand and have the ability to safely handle and control all kinds of animals

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
- Willingness to participate in the Veterinary Receptionist Certificate of Excellence (VRCE) program
- Basic to advanced knowledge of medical conditions, medications, terminology, and comfort with medical triage processes (preferable)
- General knowledge of veterinary office practices and procedures
- Applicants with veterinary, medical reception, or hospitality experience will be given preference
- Flexible with the ability to manage changing priorities and varied tasks and schedules
- Strong interpersonal skills—The ideal person would be outgoing, personable, professional, and able to get along well and communicate successfully with a variety of people
- Results-oriented—Able to set goals, plan, and carry out projects without direct supervision in an organized, efficient, and effective manner
- Strong organizational skills
- Learning-agility—Willingness and ability to learn new things quickly
- Interest and commitment to keeping up with emerging best practices
- Innovative/solution-oriented, able to find ways to make things work
- Technology savvy—Comfortable and proficient with computer technology
- Sound judgment—Maturity, good judgment, and strong decision-making and implementation skills
- Professional appearance and demeanor
- Ability to learn and work with Ezyvet software, Pay junction, and Vet Billing
- Uphold Pet Network core values

Work Hours:

Wednesday- Saturday, 10 hour shifts

Benefits:

- 401k
- 401k Matching
- Employer sponsored Medical/Dental/Vision
- Life Insurance
- Accident Insurance
- Disability Insurance
- PTO
- Paid Holidays
- Referral Program
- Sign on Bonus

Wage range:

- \$18 to \$22 per hour