



TITLE: Customer Service Representative

Title: Customer Service Representative
Hours: 20-24/ week (weekday mornings including some Saturday mornings and substitute/fill-in)
Reports to: Practice Manager or Office Manager
Approved by: Practice Manager or Medical Director

Summary:

The receptionist is the client's first contact when calling or visiting the practice and as such represents the professional image of the practice to callers and visitors. The receptionist answers telephones, greets clients, prepares patient files, receives, and relays client correspondence, and updates client financial records. The exceptional receptionist has the ability to diffuse negative client situations and foster client bonding.

Position Requirements:

High school diploma or equivalent.

Customer Service background desirable, but no prior experience is necessary.

Experience with basic office functions; comfortable with Word, typing, email, adapting to different software.

Ability to recognize that teamwork is essential for a quality practice; ability to work as a team.

Physical Effort: Work requires lifting and carrying records and items weighing up to 40 lbs; requires sitting for extended periods of time.

Working conditions: May be exposed to unpleasant odors, noises, and animal feces. May be exposed to bites, scratches, and contagious diseases.

Essential Duties and Responsibilities:

Veterinary Knowledge / Client Education

- Can answer client's inquiries about basic animal care questions and routine procedures.
- Can educate clients on over-the-counter products such as shampoos and nutraceuticals; has full knowledge of heartworm and external parasite preventives to promote client education and sales.

Admitting / Discharging Patients/ Cash Handling

- Can admit patients and handle medical records entries accurately.
- Can prepare health certificates, immunization certificates, and euthanasia certificates.
- Can handle client/patient transfers with ease.
- Can prepare client invoices for services performed.
- Can accurately handle payment transactions.
- Can accurately and empathetically communicate estimates/treatment plans to clients.

Schedule Management

- Can work to maintain an effective veterinarian appointment schedule, screening emergencies and prioritizing cases that need to be seen.

Computer Knowledge / Telephone Skills

- Receives and relays telephone, fax, and email messages accurately and promptly.
- Answers telephones and handle calls quickly, efficiently and in a professional and friendly manner using a multi-line system.
- Can Enter and update client and patient information into practice computer software.



- Has good computer skills and shows accuracy in inputting details.

Personal Conduct/Attitude/Teamwork

- Can maintain positive, cooperative relationships with other employees.
- Can display tact and respect with team members even when busy or hectic.
- Feel and express a genuine liking for animals and their owners and for working in an animal care field.

Client Communication

- Can conduct oneself in a confident and professional manner with clients even when situations are stressful and/or focused on individual tasks.
- Can deal intelligibly, pleasantly, and efficiently with clients, often doing several things at one time.
- Can outline costs and fees in a positive light while supporting hospital payment policies.

Other

- Performs other duties as assigned.