

Job Description

Job Title:	Veterinary Clinic Client Service Representative
Department:	Veterinary Clinic
Classification:	Part-time or full-time, hourly, non-exempt, non-seasonal
Job Relationships:	Reports to Clinic Client Service Manager and Clinic Client Service Supervisor
Position Summary:	Performs the duties of a veterinary client service representative on a daily basis, including data entry, cash register transactions and daily receipts. Responsible for scheduling surgeries and appointments, and keeping client records and clinic statistics. Provides customer service and educates the public on the Humane Society of Boulder Valley's (HSBV) programs and services.

Essential Duties and Responsibilities:

Clinic Front Desk Operations & Client Service

- Schedules veterinary appointments.
- Calls clients to confirm appointments.
- Informs clients of the procedures to be followed prior to hospitalization or surgical procedures.
- Follows up with clients who have failed to appear for appointments.
- Accurately maintains and updates electronic records on all patients; documents client calls.
- Receives and releases all animals at the clinic for surgery and completes the necessary paperwork.
- Responsible for cash register transactions, completes daily and monthly reports on activities as needed or assigned.
- Works with clients on financial options for managing veterinary bills. Initiates payment plans, calculates and records low-income discounts for qualifying clients.
- Works with several veterinary clinic specific programs including but not limited to AVimark, Vet Connect, Vet Street, and Vet's First Choice.
- Issues rabies certificates. Issues medical record charts and verification of vaccines as requested.
- Performs opening and closing duties including but not limited to: cash reconciliation, door security, file organization, retrieving phone messages, and desk/lobby housekeeping.
- Tags and stocks clinic retail items, including prescription foods and over the counter medications.
- Assists the Veterinarians, Veterinary Technicians and Veterinary Exam Room Assistants when necessary.
- Other duties as assigned by Manager.

Other Client Service Duties

- Takes an active role in educating clients on HSBV programs and services
- Provides resources and referrals for assistance with animal welfare-related topics such as responsible pet ownership, training, health and/or behavior concerns.
- Actively promotes HSBV's mission, services, programs, special events, fundraising efforts, and donor opportunities when practicable.
- Represents HSBV in a professional and courteous manner at all times. Provides quality service to people

and animal clients, volunteers, and employees recognizing their individual contributions to the success of the organization.

- Actively supports employees and volunteers and promotes the development of skills related to the advancement of the department, our goals, and the HSBV mission.
- Integrates and supports the volunteers who donate their time to the clinic and the Foster Program as well as other volunteers involved in the operations of the clinic.
- Informs Manager of developments that may affect HSBV or the department including client concerns and personnel issues. Elevates client concerns to Manager as appropriate.
- Attends and participates in HSBV training programs as assigned

Safety

- Follows all safety guidelines to ensure a safe work environment.
- Takes immediate action to correct any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk.

Qualifications:

High school graduate or equivalent. Excellent customer service and telephone skills. A minimum of one year experience working with the public. Experience working in animal health or animal welfare field preferred.

Knowledge and Skills:

Possesses excellent communication skills, both verbal and written. Must possess strong clerical and math skills. Must have intermediate computer skills and be comfortable in a Windows environment; AVImark software experience preferred. Ability to handle busy multiple-line phone system, fielding sensitive phone calls with client confidentiality. Navigate multiple clients with a variety of animal patient needs in a fast paced environment. Shows initiative, attention to detail, and is a conscientious worker. Exercises good judgment when working with the public and when addressing employee issues and animal-related concerns. Committed to the mission of the Humane Society of Boulder Valley and to the success of the Veterinary Clinic.

Working Conditions:

Work is performed in a veterinary clinic setting. Exposure to disinfectant solutions when in clinic or kennel areas. Subject to animal bites and scratches while handling animals of questionable temperament. Occasional lifting of up to 50 pounds with assistance. Job primarily involves sitting at a desk, using the telephone, and performing computer data entry.

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