

Ralston Veterinary Clinic

Job Title: Client Care Specialist

Reports to: Office Manager/Client Care Specialist Team Manager

Hours Per Week: 30-40

Job Class: Non-Exempt

Date of Preparation: 06/07/15

EDUCATION AND EXPERIENCE:

High School Diploma or education degree (GED) required.

1yr of Customer Service experience preferred.

JOB SUMMARY:

Client Care Specialist is to provide customer service to clients and be the clients' advocate, maintain accurate records, set appointments, process invoicing and perform clerical duties to include, but are not limited to all areas covered herein. The Client Care Specialist's goal is to provide superior pet health care by recommending services and products that support a higher quality of life for our client's pets. Also to contribute toward the company's goal to embrace the human/animal bond as a vital life-force for healthy, happy pets and owners.

WORKING CONDITIONS:

The work setting is often noisy and malodorous.

ESSENTIAL JOB FUNCTIONS:

1. APPOINTMENTS:

- Outpatient
- Preventive Care
- Sick Pet
- Recheck
- Euthanasia
- Surgery
- Feline and Special Needs Canine Boarding
 - *Request current vaccinations & flea prevention
 - *Prepare any surgery paperwork on boarders
 - *Encourage clients to schedule early to ensure availability

2. CLIENT COMMUNICATION AND SERVICE:

- Verify and update address, phone numbers, e-mail and contact preference
- Updating previous records into our patient reminders
- Flea and heartworm preventative
- E-mail and/or mail all surgery paperwork including confirmation and treatment plans
- Answer, respond to client requests and direct phone calls
- Document patient needs on surgery and appointment charts
- Advise clients of vaccination schedules
- Process client payments, rebates and coupons
- Recommend and understand Care Credit and assist clients in applying
- Send reminders to clients for surgeries, appointments and past due vaccinations
- Process prescription refills, place up for refill and collect payment upon check out
- Prepare all euthanasia paperwork and counsel clients regarding cremation options
- License pets for humane society for local counties
- Fax, copy, scan and print documents

- Recommend and understand client services recommended and be able to explain treatment plans and cover basic payment options
- Recommend and understand over the counter products such as: flea products, pet foods, shampoos, etc
- Being knowledgeable about medications names and purposes

3. FILE MANAGEMENT:

- Entering new clients and pets into computer system
- Return files to designated area and put away when complete
- Assist in yearly removal of old files
- Document in medical records accurately
- Prepare quality of life or euthanasia paperwork

4. Administrative duties or other responsibilities:

- Multitasking between busy work and client's needs while continually placing the client as priority
- Being accepting of busy work and or daily, weekly or monthly task assigned to you
- Learning and educating clients about promotions and or deals
- Understanding and performing task needed for clients to become a reward member and tracking purchases
- Entering and submitting coupons for rebates
- Learning, understanding and educating on licensing from paperwork to all the different laws and charges

5. CLEANING AND STOCKING:

- Keep lobby area clean and free of urine and stool
- Face food and product inventory as needed
- Restock paper and forms as needed
- Vacuum, sweep, wipe down and dust Client Care Specialist desk and area
- Dust lobby, benches, and picture frames
- Complete daily/nightly/weekly cleaning list
- Help aid in stocking food on delivery days

BEHAVIORAL REQUIREMENTS:

- Client advocate
- Client is first priority
- Seek to satisfy client whenever possible
- Balance client's needs/expectations with RVC's mission, vision and values
- Foster a positive and productive working environment
- Maintain a high level of professionalism at all times
- Abide by all OSHA safety policies and foster a safe working environment
- Abide by all company policies and procedures and adapt to changes in those policies and procedures as needed
- Strong attention to detail
- Excellent attendance
- Follow through on assigned tasks
- Find ways to be innovative and creative to develop current and potentially future policies and procedures
- Be able to handle a high stress environment while multitasking and still maintain a professional and positive attitude
- Attend monthly staff meetings and scheduled lunch and learns

- Participate in clinic committees
- Be considerate of others and show respect to clients and coworkers
- Participate in continued professional learning and performing teach-backs at least once a year at our team meetings
- Create yearly professional development goals that aligns with RVC’s mission, vision and values.

INTERPERSONAL REQUIREMENTS:

- Communicate effectively to and treat all patients, visitors, clients, doctors, and coworkers with courtesy, respect, and concern
- Be an attentive listener and show empathy to clients regarding pets
- Present a positive image of RVC at all times through actions and words
- Be aware of how the decisions you make and actions that you take affect all the other departments within the company
- Be willing to assist other departments as needed
- Communicate concerns to your supervisor in a timely, professional, respectful and constructive manner
- Develop confidence to lead coworkers when the need arises and also be able to accept directives as necessary
- Fulfill tasks or duties as requested by doctors, technicians, supervisors, and/or coworkers
- Foster team atmosphere among Client Care Specialist as needed in: Communicating what’s needed to be done or what you could do, answering on-hold calls, filing/pulling files when necessary, tending to client needs, communicating and sharing information, being accepting of constructive criticism

DIRECT REPORTS:

None

INDIRECT REPORTS:

None

PHYSICAL REQUIREMENTS:

0-24% 25-49% 50-74% 75-100%

Seeing: Must be able to read forms, computer monitor, and labels on products, cleaners, and medications.				X
Hearing: Must be able to hear well enough to communicate with co-workers and clients both in person and on the telephone.				X
Standing/Walking:				X
Fingering/Grasping/Feeling: Must be able to operate computer.				X
Stooping/Kneeling and Reaching: Frequent stooping, kneeling and reaching to access files, stocked items, etc...				X

PHYSICAL DIMENSION for Lifting, Carrying, Pushing and Pulling:

Must be able to lift 40 lbs and carry to client’s vehicle in parking lot.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.