

Ralston Veterinary Clinic

Job Title: Client Care Specialist

Job Class: Non-Exempt

Reports to: Office Manager/Client Care Specialist Team Manager

Date of Preparation: 09/19/16, 12/6/18

Hours Per Week: 30-40

EDUCATION AND EXPERIENCE:

High school diploma or education degree (GED) required.

1yr of customer service experience preferred.

JOB SUMMARY:

The Client Care Specialist is to be the clients' advocate while contributing toward the company's vision to embrace the human-animal bond as a vital life-force for healthy, happy pets and owners. The Client Care Specialist's goal is to provide superior pet health care by educating and recommending services and products that support a higher quality of life for our client's pets. The client care specialist is a reliable team member, who will hold themselves and their team accountable to a positive and trusting atmosphere, while being open to change with respectfully continuous communication.

WORKING CONDITIONS:

The work setting is often noisy and malodorous.

ESSENTIAL JOB FUNCTIONS:

BEHAVIORAL REQUIREMENTS:

- Being the client advocate by seeking to satisfy the client whenever possible, as our clients are our first priority
- Balancing client's needs/expectations while engaging in Ralston Vet's mission, vision, and values
- Fostering a positive and productive work environment while maintaining a high level of professionalism
- Being considerate of others and showing respect to clients, patients, and coworkers
- Ability to handle a fast-paced, high stress environment while maintaining a professional and positive attitude
- Displays time management skills with strong attention to detail while maintaining accuracy including following through on assigned tasks
- Excellent daily attendance which includes mandatory monthly staff meetings and scheduled "lunch and learns"
- Creating regular professional development goals that align with RVC's mission, vision, and values
- Share knowledge and opportunities for growth through CE, teach backs, Lunch and Learns, ACT training, etc.
- Open to continual learning with changes, new information, and personal development
- Able to seek ways to be innovative and creative in order to problem solve
- Abide by all safety policies and foster a safe working environment
- Abide by all company policies and procedures and display adaptability to changes in those policies and procedures as necessary
- Embrace the Employee ownership atmosphere

INTERPERSONAL REQUIREMENTS:

- Foster a positive team atmosphere among all co-workers
- Communicate team and patient needs through open, respectful, and continuous communication.
- Be open to and accepting of constructive feedback while maintaining a positive professional demeanor and engaging in our core values on a daily basis.
- Communicate effectively with all clients, patients, visitors, and coworkers in a courteous, respectful, and open manner.
- Be an attentive listener and show compassion to clients, patients, and co-workers
- Present a positive image of RVC at all times through daily interactions such as attitude, body language and words
- Be aware of how the decisions and actions that you make, affect all departments within the company

- Be willing to assist other departments and fulfill tasks or duties as requested
- Communicate concerns to your manager in a timely, professional, and constructive manner
- Develop confidence to lead coworkers when the need arises and also be able to accept directives as necessary
- Operate within our strengths based and/or personality assessed culture to understand and effectively communicate with others
- Provide a consistent level of care for all patients.
- Maintain confidentiality

CLIENT COMMUNICATION AND SERVICE:

- Strategically schedule appointments, Prepare appointment documents for client and clinic use, and anticipate special needs for all appointments.
- Import medical records into Avimark practice management system, update and distribute records as necessary
- Recommend, understand, and educate clients on medication names and purposes, including over the counter medications, parasite prevention and vaccinations.
- Answer, respond, and direct client requests via phone, e-mail, text, pet portal, and in person.
- Document patient needs in all appropriate formats, communicate patient and client needs with all departments
- Process client payments, rebates, insurance requests, and coupons
- Communicate and understand financial policy, recommend Wells Fargo Health Advantage and assist clients in applying when necessary
- Send communications to clients for appointments, past due reminders, follow-ups, and medication refills
- Prepare all euthanasia paperwork and counsel clients regarding cremation options.
- Fax, copy, scan, e-mail, and print documents
- Understand, process, document, and follow through on work lists, e-mails and scan folder
- Understand and advocate client services recommended by the medical staff
- Recognize and explain products and services on treatment plans and able to communicate financial options while fostering the best financial solutions for the client and the clinic.

DATA MANAGEMENT:

- Entering new clients and pets into computer system
- Verify and update contact information and preferences
- Return files to designated area and put away when complete
- Audit appointments for check out to ensure charting is correct
- Document all medical records and communication accurately and in a timely manner
- Complete additional data entry tasks in a timely and accurate manner

ADMINISTRATIVE DUTIES & OTHER RESPONSIBILITIES:

- Multitasking between side tasks and client's needs while continually placing the client as priority
- Being accepting of side work and or daily, weekly or monthly task assigned to you
- Learning and educating clients about promotions and or deals
- Entering and submitting coupons for rebates

CLEANING AND STOCKING:

- Keep lobby area clean and free of urine, stool, blood, or vomit
- Face food and product inventory; accept deliveries and coordinate with inventory specialist as needed.
- Complete daily/nightly/weekly cleaning list including: Dusting, disinfecting, vacuuming, restocking and tidying the lobby and communication center.

DIRECT REPORTS:

None

INDIRECT REPORTS:

None

PHYSICAL REQUIREMENTS:

0-24%

25-49%

50-74%

75-100%

	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: Must be able to stand for full length of shift.				X
Fingering/Grasping/Feeling: Must be able to operate computer.				X
Stooping/Kneeling and Reaching: Frequent stooping, kneeling and reaching to access food, 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.