

CLIENT SERVICE SPECIALIST JOB DESCRIPTION

WAGE CLASS: Hourly non-exempt

SUPERVISOR: Hospital Administrator

EDUCATION: High School diploma

SPECIAL REQUIREMENTS: Must be outgoing, friendly, team player, work well with people, multitasking and ability to resolve conflict.
Drug & Alcohol Free Workplace

PHYSICAL REQUIREMENTS: Must be physically fit to perform duties, including Standing for 8-10 hours a day and lifting up to 40lbs.

PURPOSE OF POSITION: Servicing clients needs with a caring and compassionate attitude. Expediting the clients visit to the facility and ensuring satisfaction. Always recommending what is in the best interest of the pet. Working as a team player. Ensuring the schedule is full and maximized each day.

AREAS OF RESPONSIBILITY:

- 1) Live our vision, mission & core values each day
- 2) Answering telephone.
 - less than 3 rings
 - give proper greeting
 - take accurate messages
 - give proper information for questions
 - convert phone shoppers to becoming clients
 - ask to put clients on hold and
- 3) Making appointments
 - allow appropriate time for procedure
 - give pre-exam instructions (i.e. no food after 6 pm before surgery)
 - do not offer diagnosis
 - handling emergencies and walk-ins correctly
 - confirm appointments 3 days in advance including boarding
 - positively convey cancellation policy
 - prep paperwork for appts for next 2 days
 - set appointments for any sick pets
 - ensure schedule is full and no gaps where we could fit another patient
 - follow cancellation policy & procedure
- 4) Greet public
 - be considerate and cheerful (Smile)
 - offer comfort station
 - make clients day and be helpful without being asked
 - all pets contained (on leash or in carrier)
 - positively handle any client concerns
 - acknowledge all clients even if busy with another client
- 5) Process incoming patients
 - all data must be entered in computer accurately and completely

- all paperwork must be completed
 - use appropriate paperwork
 - new client form completed in it's entirety & entered into computer
 - verify phone and address
 - verify if client still has all pets if not seen in over 6 months
- 6) Invoice outgoing clients
- accuracy is required
 - no billing unless approved with hospital administrator/Dr.Holt consent
 - Prescription refills- must be client and meet criteria for refill based on drug needed
 - Set next appointment
 - Help clients out with food or supplies
 - Enter appropriate recalls & schedule recheck appointments
 - Review invoice prior to giving client total and compare to fee sheet for missed charges
- 7) Write on want list of supplies nearing reorder point & count inventory area each week by Monday EOD
- 8) Recall & third reminders report done when clients are not in reception area- report on success of calls logged
- 9) New client letters & referral letters & reminders completed correctly
- 10) Rabies certificates filed in order of tag # and filed at end of month
- 11) Ensure cleanliness of hospital, front entry and display areas.
- 12) Do daily, weekly & monthly cleaning lists
- 13) Maintenance of client records
- 14) Check Pet Portals & email and comply with requests daily in a timely fashion
- 15) Make bank deposit when required
- 16) Handle mailings
- 17) Scan & File paperwork & verify all information is correct in computer
- 18) Route faxes to appropriate areas and handle faxes for reception area
- 19) Do what needs to be done to service our clients, aid other team members and act in the best interest of the hospital flowing our standards of care.
- 20) General Assistance
Assist staff and work as team to maintain clean hospital, healthy pets & happy clients.
- 21) Interpersonal Skills:
- Ability to communicate clearly and concisely with other staff.
 - Function as part of the team and to promote teamwork.
 - Ability to leave personal life at home and focus on responsibilities at work.
 - Ability to smile and most important have fun and enjoy your job.
 - Following our standards, living our core values and embodying our mission statement.
- 22) Computer skills:
- Must be able to utilize Cornerstone software.
 - Ability to function using computer to print, invoice, schedule appointments, provide treatment plans, document patient notes for Pet Resort, make documents, document all medical notes and phone calls in computer and startup/shut down procedures.
 - Use Microsoft Word , Excel & Outlook
 - Any other computer duties as deemed appropriate by management.
- 23) Pet Resort

- Must perform check in procedure for Pet Resort guests correctly and promote all offered services.
- Must be able to check pets out of resort correctly and in a timely fashion.
- Required to aid in Pet Resort on holidays to walk, feed & clean in kennel with assistant or technician.
- Must be able to review medical history from other practices to determine patient status on vaccinations and flea and tick protection.

20) Miscellaneous

- Must attend weekly staff meetings, zone meetings and keep up with required CE.
- Facilitator duties during staff meetings as assigned as well as participation and feedback during meetings.
- Educate team on CE attended and bring back tools, process, or information of value to the hospital, patients and clients
- Any other duties or responsibilities as assigned by doctors or management