



Puppin Vets
Turkey Creek Animal Hospital
Animal Wellness Center – Plant City



POSITION: Client Care Specialist

JOB CLASSIFICATION: Non-exempt

EDUCATIONAL REQUIREMENTS: High School diploma.

EDUCATION AND LICENSURE REQUIREMENTS

- High school diploma or equivalent.
- Typing skills required.
- Some computer knowledge required; comfortable with Windows operating system, keyboarding, and use of communication tools such as Instant Messenger and email.

EXPERIENCE REQUIREMENTS

- 2 Years Customer Service
- Significant experience with basic office functions in a busy office environment.
- Previous receptionist and veterinary practice experience are desirable but not required.

PERSONAL REQUIREMENTS

The receptionist must be able to:

- Be flexible in attitude and work habits.
- Quickly learn how to pronounce, know the meaning of and spell commonly used veterinary terms.
- Perform basic computer skills, type 30 words per minute.
- **Physical Effort**: Work requires lifting and carrying records and equipment weighing up to 40 lbs; requires sitting and standing for extended periods or time.
- **Working conditions**: May be exposed to unpleasant odors, noises and animal feces. May be exposed to bites, scratches and contagious diseases.

POSITION SUMMARY: Client Care Specialists support the Turkey Creek Animal Hospital mission, vision and core values by providing world class service to each of our clients. They are the face of our practice and instrumental in bonding clients to our practice. In this multifaceted position, team members use their problem solving skills to effectively guide the clients experience through multi tasking and superior customer service. Job duties include answering phones; scheduling appointments; greeting and educating clients; resolving client issues; collecting fees; and other administrative tasks.

AREAS OF RESPONSIBILITY

- I. Customer Service: 80%
- II. General Housekeeping: 10%

III. Clerical: 9%

IV. Professional Growth: 1%

ESSENTIAL JOB FUNCTIONS

| Task | None | Less than 1/3 | 1/3 to 2/3 | More than 2/3 |
|--------------------------------------|------|---------------|------------|---------------|
| Stand | | | | X |
| Walk | | | X | |
| Sit | | X | | |
| Use Hands to finger, handle, or feel | | | | X |
| Climb or balance | | | X | |
| Stoop, kneel, crouch or crawl | | | X | |
| Talk or hear | | | | X |
| Taste or smell | | | X | |
| Repetitive Motions (typing) | | | | X |

The job requires the following lifting requirements and/or exerted force be performed.

Amount of Time Spent on Lifting Amount:

| Lifting Amount | None | Less than 1/3 | 1/3 to 2/3 | More than 2/3 |
|----------------------|------|------------------------|------------|---------------|
| Up to 10 pounds | | | X | |
| Up to 25 pounds | | | X | |
| Up to 40 pounds | | X | | |
| Up to 100 pounds | | X (with assistance) | | |
| More than 100 pounds | | X (with assistance) | | |

ENVIRONMENTAL CONDITIONS

1. Noise from barking/crying dogs and cats
2. Danger of being bitten or scratched by small animals
3. Exposure to:
 - Toxoplasmosis
 - Leptospirosis
 - Giardia
 - Gas anesthesia
 - Cleaning products
 - Radiation
 - Drugs and chemicals under OSHA
 - Rabies
 - Euthanasia drugs
 - Other potential zoonotic diseases

DUTIES

CUSTOMER SERVICE

- Greets clients and patients in a friendly and professional manner demonstrating poise and natural effort, quickly attending to client needs.
- Conducts check in and check out using computer system and associated paper forms.
- Answers telephones and handles calls using a multi-line system.
- Effectively communicates with the patient care team to create an exceptional experience for each and every client.
- Schedules appointments according to hospital guidelines.
- Ensures client compliance by proactively observing hospital standards.
- Thoroughly and accurately performs follow-up calls such as surgery/treatment recalls, doctor requested follow-up calls, appointment reminder calls and ash return calls.
- Can identify patients who have an emergent medical condition and seek assistance from clinical staff as needed.
- Shows empathy to clients while exceeding their expectations.
- Maintains a positive attitude, greeting clients with a smile.
- 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.
- Can turn future clients (phone-shoppers) into clients through relationship building and bonding.
- Can easily remember clients and patients names and uses them.
- Is comfortable and confident selling products and services.
- Can handle client correspondence including procedure reminders, thank you cards, welcome cards, sympathy arrangements and cards, and A/R statements.

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.
- Can guide client' to make appropriate decisions regarding optimum pet care.

ADMITTING / DISCHARGING PATIENTS / CASH HANDLING

- Can admit patients and handle medical records entries accurately.
- Can prepare health certificates, immunization certificates, laboratory requests, and euthanasia certificates.
- Can handle client/patient transfers with ease.
- Can prepare client invoices for services performed.
- Can accurately handle payment transactions.

- Processes payments and discusses financial matters with clients within hospital protocol.
- Can accurately and empathetically communicate estimates/treatment plans to clients.

GENERAL HOUSEKEEPING

- Maintains a safe, clean and welcoming lobby and work area.
- Performs cleaning duties as outlined in daily checklists.
- Follows cleaning protocols when dealing with a contagious pet.
- Can offer proper upkeep for and troubleshoot office equipment including pc's, telephones, copiers, and fax machines.

CLERICAL

- Accurately balances the cash drawer and creates a deposit slip at the end of each shift.
- Utilizes email and other technology to communicate with hospital team members.
- Participates in hospital team meetings.
- Type a minimum of 30 wpm.

PROFESSIONAL GROWTH

- Completes 8 hours of industry specific continuing education each year
- Openly and willingly embraces other responsibilities as requested.
- Performs other duties as assigned.

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.

ORGANIZATION / TIME MANAGEMENT

- Can work almost constantly in the presence of other staff members and clients.
- Understands and carries out oral and written directions.
- Arrives on time to all scheduled shift, ready to work.

I have read and understand the duties of the Veterinary Technician at Puppin Vets. I am willing and able to meet all requirements of the position. I have been provided a copy of this job description.

Team Member Signature

Date