



## **Lead Client Service Representative Job Description**

### **About Hassayampa Veterinary Services:**

We are a busy and successful Veterinary Practice in Wickenburg and are in search of an enthusiastic and energetic, customer service focused individual to join the team. We are a full service, mixed practice clinic serving the veterinary needs of dogs, cats, and equine patients in Wickenburg, AZ, and the surrounding areas. Beyond our comprehensive treatment options, we offer exemplary service, and friendly, dependable care. We are proud to be both local (Dr. Ruisi is a Wickenburg native) and veteran (USN) owned and are honored to serve the people and pets of our local communities.

### **Summary/Objective**

The Lead Customer Service Representative ensures that the pet owner's experience is exceptional throughout the appointment process in partnership with the medical, client care, and call center teams. This person serves as the primary, non-medical coordinator between departments to ensure a seamless interdepartmental visit and provides fluid information of next steps in the appointment process. This person also supervises the customer service team as providing personalized customer service should be their goal and everyone else's. This individual should support the values and mission of the hospital supporting the practice owner and leadership team in providing personalized and exceptional care to the community. If you have the following qualifications apply today!

### **Competencies**

- Great attitude
- Motivated, compassionate, and detailed oriented
- Strategic/Forward Thinking
- Decision Making
- Communication Proficiency
- Ethical Conduct
- Collaboration Skills
- Conflict Resolution

### **Work Environment**

This job operates in a veterinary hospital setting. Normal vocation environment risks associated in this setting as related to the operation of industry-specific equipment, treatment of and exposure to clientele, and health hazards related to disease and specialty care.

This role routinely uses standard office equipment such as computers, phones, and printers.



### **Physical Demands**

This position will require at least 8 hours of walking/standing/crouching/bending, lifting/pushing/pulling between 1-50lbs, and sedentary work.

### **Position Type/Expected Hours of Work**

This is a full-time position. Introductory period of 1 month (30 days). Weekend work will be required as job duties demand, as well as availability by phone and/or email for emergency-related questions, concerns, emergencies, and staff inquiries.

### **Required Education and Experience**

1. At least 1 years of experience in the veterinary field preferred
2. At least 3-5 years of previous customer service experience with a focus on excellence.
3. Prior experience providing exceptional client service both in person and over the phone in a professional setting is required.
4. Strong & professional work ethic

### **Compensation & Benefits**

Our amazing team members can expect competitive pay! The starting range for this position is \$18 to \$23 per hour, dependent upon education and/or experience.

Available benefits include:

- Health, Vision, Dental Insurance
- Life Insurance
- 401(k)
- Continuing Education
- Pet Discount

### **Hours & Availability**

This is a full time opening! Your availability should align with our hours of operation as follows:

- Monday - Friday: 8:00am – 5:30pm
- Saturday: 8:00am – 12:00pm



### **General Assignments**

- The Lead Client Service Representative assists with financial processing and answers any general questions that may arise during the visit.
- Manage the appointment schedule for each day and review upcoming appointments for the week in advance of the clients' visit.
- Concurrent review of hospitalized patients throughout the day
- Assist clinical team with follow-up activities including follow up calls and post-appointment tasks.

### **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 the animal care field.
- Can work almost constantly in the presence of other staff members and clients.
- Understands and carries out oral and written directions.
- Other job duties as assigned.

### **Client Communication, Relations, and Hospitality**

- Can bond with clients during interactions to earn their trust.
- Can accurately create and empathetically communicate estimates/treatment plans to clients.
- Can answer client's inquiries about specialty and emergency services.
- Can conduct oneself in a confident and professional manner with clients even when situations are stressful and/or focused on individual tasks.
- Can handle client disputes and escalate to management when necessary.
- Can deal intelligibly, pleasantly, and efficiently with clients, often multi-tasking.
- Can outline fees in a positive light while supporting hospital payment policies.
- Can educate clients on alternative payment options (i.e., Care Credit) as well as non-profit funding available locally and nationally.
- Can easily remember clients and patients names and uses them.
- Can update clients on invoice/balance daily.
- Can update clients on patient status as directed by the doctor on duty.
- Can communicate with client during emergency and specialty medical situations when the doctor may be indisposed with the patient.
- Other job duties as assigned.



### **Referring Doctor Relationships, Pharmacies and Vendor Relationships**

- Ensure all records are delivered to referral DVM in a timely manner.
- Respond to referral DVM requests or complaints; escalate to management as needed.
- Obtain referral records as needed.
- Phone in prescriptions to outside pharmacies or delegate tasks as needed.
- Other job duties as assigned.

### **Duties of the Lead Customer Service Representative include but are not limited to:**

- Receive inbound calls from clients of a technical nature to answer questions and provide status updates on patients or results.
- Return client calls, relay messages to the doctor, and call clients back with doctor response.
- Explain hospital processes and policies, to include appointments and procedures for clients.
- Maintain communication with client when patient is recovering at home and on subsequent visits and document information appropriately.
- Call in new prescriptions and refills as needed.
- Assist families through the paperwork and finances of euthanasia. Help clients to cope with their pet's health condition, euthanasia, or pet loss in a compassionate manner.
- Train and maintain outstanding customer service with front desk and technician staff.