



**Updated 2021**

**Position Title:** Client Care Specialist  
**Reports to:** Practice Manager  
**Schedule:** Year-round/Full-time  
**Salary:** \$15-\$20/hour  
**Classification:** Non-Exempt  
**Benefits:** Paid time off, health benefits package, paid holidays, discounted veterinary services

### **Purpose of Position**

A Client Care Specialist (CCS) focuses on client service and communication. He or she is the first and last contact with the hospital and key to creating positive first and lasting impressions. The CCS must have exceptional client service and communication skills, computer literacy, handle payment and financial issues, ability to multi-task, friendly attitude in person and on the phone, and confidence to deal with stressful situations.

CCSs support veterinarians, technicians, and veterinary assistants in daily patient and client care. CCSs communicate with clients in person and by phone, text, and email. Must have a genuine passion for caring for animals, excellent communication skills, and the ability to work collaboratively with coworkers and members of the public alike.

### **Duties and Responsibilities**

#### **Client Relations**

- Greet clients and patients by name as they arrive for appointments
- Answer phones promptly and professionally using a multi-line phone system
- Screen and route calls to appropriate staff
- Provide phone shoppers with descriptions of services and prices
- Receive and transmit faxes and emails, and scan documents to upload to patient charts
- Take and deliver messages promptly to appropriate staff, utilizing AviMark work lists
- Note in medical records the details discussed during client conversations including the date, time, key points of the discussion and any action required
- Ensure accurate information in client records such as addresses, phone numbers and e-mails
- Schedule appointments and surgeries according to hospital scheduling guidelines
- Make surgery and appointment confirmations calls
- Answer clients' questions about veterinary services and products and provide knowledgeable advice about wellness, prevention, and diseases

- Be knowledgeable about pet foods and educate clients when food is purchased
- Advise clients on proper nutrition, flea/tick/heartworm preventatives, pre-anesthetic testing, pain management, shampoos, home dental products
- Echo doctors' recommendations when checking out clients
- Prepare consent forms, estimates/treatment plan and be able to discuss the hospital's financial policies with clients
- Foster collaborative relationships with other team members, departments, and branches
- Create a trusting and sympathetic environment on the phone and in person for clients in all scenarios, especially terminal cases

### **Financial Duties**

- Enter accurate charges
- Explain invoices to show value for the care provided, stating all services and products provided before the total
- Collect payment when services are rendered, including making change for cash payments, processing credit cards and getting proper ID for checks and Care Credit
- Verify the eligibility of clients with charge accounts or for Safety Net Programming eligibility
- Print or record the end of day financial balances, ensuring they are accurate
- Know fees for routine services
- Balance cash drawer at end of day/shift

### **Administrative Duties**

- Maintain adequate supply of client education materials in the reception area (i.e. brochures, handouts, business cards)
- Be aware of no-shows, late appointments, and rescheduled appointments and report to Practice Manager as required
- Help clients schedule appointments when referred to a specialist, including directions, records and test results to bring and follow-up status of patient after specialty care
- Prepare forms such as medical records, health and vaccination certificates, lab results and euthanasia certificates
- Review medical records of discharged patients for completeness and accurate charges. Based on your review, refer medical records to a doctor or technician for further review when needed
- Ensure all consent forms are signed and an emergency number is noted and a weight is listed on the form and in the computer records
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice and organizational philosophy

### **Janitorial/ Facilities**

- Participate in shared cleaning schedule of bathrooms and breakroom Housekeeping Duties
- Keep workstation clean and orderly, dusting and wiping down as needed
- Participate in deep cleaning exam rooms and lobby as needed or assigned

- Monitor lobby and parking lot throughout the day for cleanliness
- Participate in end of day cleaning: sweeping, vacuuming, mopping, emptying trash and recycling
- Clean up after pets' accidents in the reception area, exam rooms and exterior sidewalks and parking lot

### **Experience/Education**

- Minimum two years' general work experience
- Prior experience working in a customer service oriented or reception position is preferred
- High school diploma or equivalent required
- Course credit in veterinary technology or animal science is preferred, but not required
- Past experience working in a clinical environment (veterinary or otherwise) or another complementary field/position is preferred, but not required

### **Knowledge/Skill/Abilities**

- Feel and express a genuine liking for pets and pet owners and for working in an animal care environment
- Able to multitask, prioritize, and manage time efficiently
- Proficient computer skills, including Microsoft Office Suite and web based applications
- Basic understanding (or ability and willingness to obtain understanding) of animal behavior and veterinary care, including veterinary terminology
- Interpersonal communication skills to communicate with owners and other veterinary staff
- Ability to prioritize and manage different patient needs at one time
- Attention to detail in order to maintain accurate patient records
- Physical ability to restrain larger pets when necessary
- Display tact, clarity, and diplomacy in all communications with coworkers, volunteers, donors, and members of the public

### **Work Environment/Conditions**

While performing this job, the employee is regularly exposed to wet and/or humid conditions, and noisy environment.

Position requires a prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping if the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near, far, and color vision in performing medical procedures and using the computer, and hearing is required when providing phone and counter service. The incumbent may be around animals that are agitated or injured that may attempt to bite or scratch. The need to lift and carry animals and/or records weighing in excess of 50 lbs also is required.

### **Work Schedule**

This is a 40 hour per week position and Flexible Work Schedule policy eligible. Employee may be required to work uncommon hours, overtime, and be subject to recall in emergency situations

**Non-Discrimination Employment Policy**

MCPAWS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

**Disclaimer Statement**

The above is intended to describe the general content of, and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

**Position Description Acknowledgement Form**

I have received a copy of the job description for my position:

Position: \_\_\_\_\_

Revision Date: \_\_\_\_\_

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

**Reviewed with employee by:**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Received and accepted by:**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_