



## **Customer Service – Job Description**

*Basic Job Description:* The purpose of the Customer Service team is to care for and to be an advocate for the needs of the client. The CS representative greets clients in person and on the phone, processes financial transactions, manages incoming calls, helps with diet and OTC sales and restocking, assists clients with the self-serve spa and performs all standard office operations. Team members must be able to perform all job functions in a pleasant, accurate and efficient manner.

*Expanded Job Description:* The customer service team is the first & last connection between the clients and the practice. Team members must always be pleasant, professional and supportive. We prefer to greet clients by name, using the pet's name, our own names and the names of team members often. Handshakes and eye contact are a must. The initial greeting on the phone and in person sets the expectations for the client and helps to put clients at ease. This may be the most vital contribution the Customer Service Team makes.

The Customer Service Team Member acts as an advocate for the client, trying to find ways to meet their needs. Team members must recognize the things that can get in the way of serving the needs of the client (time constraints of other ACC teams, medical and legal necessities, financial constraints...) and work to find solutions that meet client needs. This requires excellent communication skills with both clients and coworkers.

The appointment book is the responsibility of CS Team members. Each team member must be able to make appointments according to published guidelines. This requires an ability to learn from the client the exact needs of the pet. Team members must always review the appointment book looking for potential problems with the schedule and then make adjustments and preparations to proactively deal with these potential problems.

The telephone is usually the place where clients get their first impression of ACC, and thus this is a critical part of the CS team member's job. A successful team member can manage the multi-phone lines professionally, efficiently and with compassion.

Payment is made through the CS Team, and thus team members must be good with money and able to discuss invoices and estimates accurately and tactfully. Team members must be able to assist clients in obtaining forms of credit and must be compassionate towards people with financial problems. Team members must also be able to discuss fees and total invoice amounts with accuracy and without apology.

This is a job that requires a great attention to detail while being constantly distracted by clients and coworkers. You must be able to multi-task and follow through. Failure to do so can lead to the death of a pet or an angry client. This team works very closely with the nursing and lodging teams and must support all coworkers at ACC. Successful team members understand the jobs of coworkers and are helpful and supportive when other employee's workloads become high.



*The Animal Care Clinic Overall Team:* Every employee at Animal Care Clinic is expected to be a team player, dedicated to the success of Animal Care Clinic, the health of our patients and service for our clients. All employees are cross-trained to some degree and must be familiar with the basic duties of every aspect of the business – customer service, medical care and lodging. This allows all employees to be able to work in all areas of the business if necessary.

We feel that patients come first, followed by clients and then teammates so that our own needs are considered last. We work with compassion and humility in order to maintain an efficient and pleasant workplace. Communication between each department of the clinic is vital to keeping the entire clinic on schedule and thus keeping the day flowing smoothly. Every employee is to behave professionally with the utmost integrity at all times.

All Animal Care Clinic employees are expected to continually learn and grow. We use reading, videos, role-playing, quizzes, staged client interactions and other forms of training and assessment to help our employees grow. Everyone is taught basic personality type information and how to use that to better communicate and meet needs. Employees are expected to self-reflect and show personal growth over time.

*Minimum Requirements:*

- Obtain and keep current a Veterinary Assistant Controlled Substances Permit (VACSP)
- Read, write and speak English fluently
- Able to hear adequately to know if a medical alarm is sounding, a pet is vocalizing and to be able to comfortably carry on conversations with people in person and on the phone
- Able to see adequately to read 10 point font on a laptop computer and see animal interactions occurring 50 feet away (able to obtain a driver's license)
- Able to lift at least 40# from the ground to the level of the waist.
- Physically able to move quickly and with enough agility to get away from a lunging dog or a cat that has escaped and is trying to scratch people. This requires an ability to stand, walk, run several steps, twist and even jump quickly and fluidly.
- Must be able to ascend and descend one flight of stairs with up to 40# in arms
- Must have enough hand strength to restrain cats and all sizes of dogs without assistance.
- Must have basic mathematics skills to allow making change, calculating basic drug dosages and to safely fill prescriptions.
- Employees should have normal immune competence – the veterinary workplace exposes employees to a higher level of risk for zoonotic diseases. Any immunosuppressed individuals will be asked to sign a document indicating they are aware of these risks.
- Because employees are part of a team and possess skills that do not allow for temporary hiring to cover short absences, employee must have adequate health & lifestyle to allow an average of no more than one missed shift per month outside of scheduled vacations.



Skills List:

- Make Animal Care Clinic feel like home – set the tone/mood
- Greet Clients on the phone and in person
- Provide reassurance and comfort to clients and patients
- Build relationships with clients
- Advocate for client needs
- Answer phones and use phone system
- Manage appointment book
- Schedule lodging
- Collect payments and make change, assist with credit
- Process all facets of a medical record on paper and in computer
- Maintain reception area
- Operate office machines (postage meter, fax, copier, etc.)
- Maintain coffee/refreshment bar
- Make progress calls with adequate medical knowledge
- Restock inventory
- Assist in all areas of hospital
- Develop basic veterinary medical knowledge & skills – this is always growing
- Develop excellent communication skills and emotional intelligence
- See attached training checklists