

## **CSR Job Advert**

### **Enthusiastic Client Services Representative for Full-Time Role in Lively and Compassionate Veterinary Practice**

1. Does making lists and checking off tasks that you've accomplished bring you satisfaction?
2. Do you enjoy working in a stimulating environment with new challenges and situations daily?
3. Do you enjoy engaging with people and animals, turning a negative into a positive when it's needed?
4. Do you want to work in an environment that listens to and appreciates you, works hard with you, but also laughs with you?

If this rings true, then please read on; you may be just the person we're looking for!

#### **More About Us**

Aurora Animal Clinic is a growing six-doctor practice that provides the highest quality care to cats and dogs, along with the occasional exotic friend. We pride ourselves on being professional, and work hard for our clients and their pets. At the same time, we are not afraid to weave laughter into the workday; humor brings us together, and can turn a difficult day into a bright one.

We have a wide range of services available that include; orthopedics, rehabilitation, oncology, diagnostic ultrasound, general surgery, in house diagnostic labs, radiology, dentistry and wellness visits.

Our team holds themselves to a high standard, and values respect, honesty, and integrity. We also understand that making mistakes is how we grow and learn. It is a part of life that we urge our team members to feel okay with, and we would rather solve a problem than place blame.

#### **More About You**

We are open to training a motivated individual; this person is organized, has the ability to multitask and work in our energetic environment with efficiency, and enjoys a dynamic atmosphere in which to learn and grow with a supportive team. We want someone to join us who also believes in taking care of and supporting those around them, whether animal or person.

They share our values and believe in maintaining a life that is separate from work so they can fulfill their personal needs and goals as well as working with the rest of the team toward our goals. Someone who is motivated and wants to enjoy coming to work every day to help people and their pets to the best of their abilities.

## **Your Role**

Thanks for reading this far; here's a bit about what you would be doing.

This role is an 8-hour shift Monday through Friday 9:15am-6:15pm with an hour lunch. No weekend hours.

The purpose of a Client Services Representative at Aurora Animal Clinic is to perform record keeping duties, clerical duties related to patient care and treatment, and to provide overall support to the rest of our team. These service functions include, but are not limited to reception, maintenance of veterinary medical records, account handling, cash processing, data entry, word processing and mail service. It requires a practical knowledge of hospital organization and services, the basic rules and regulations governing clients and animal patient treatment, data transcribing, word processing, and a practical knowledge of the standard procedures, veterinary records and terminology used in the hospital.

That's a bit of a mouthful, right? Let's break down some of these requirements.

### **We need you to have:**

- Strong organizational skills.
- Ability to operate a multi-line phone.
- Excellent verbal and written communication skills and the ability to work well with others within our team.
- Knowledge of hospital procedures and operation instructions for making appointments, assembling patient medical records, relaying information regarding a patient's condition, and compiling/submitted data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine, or the willingness to learn.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of computers and relevant software applications including MS Office (Word), and Open Office (Apache).
- Frequently position self and move about the reception area to file, use office machinery such as fax machines and computers, and assist clients with merchandise.
- Ability to occasionally transport inventory to stock shelves.
- Ability to occasionally handle 30-50 pounds.

- Ability to stand/move for long periods of time.

**Benefits for You:**

- Starting Wage \$17 per Hour
- Employee Discount (After 90 days)
- Paid Time Off (After 90 days - Must be Full-Time)
- Health Insurance (After 90 days - Must be Full-Time)
- Uniform Allowance (at least 1 year of employment)
- Retirement Program (at least 2 years of employment)

If we've described you, and this sounds like an environment you would flourish in, we invite you to send a cover letter, your resume, and a contact list of least 3 professional references to [eporter@auroraanimal.com](mailto:eporter@auroraanimal.com).

We want you to join our crew here at Aurora Animal Clinic, where we're more than just a team, we're family!

**\*COVID-19 Considerations:**

We are currently providing curbside services and are allowing clients to come inside. Facemasks are optional for all clients and staff in the building.