



-Job Description-

Client Services Representative

INTRODUCTION

The purpose of this position is to serve as a Client Services Representative at Aurora Animal Clinic, to perform record keeping duties, to perform clerical duties related to patient care and treatment, and to provide miscellaneous support to the Practice Manager, Office Manager, and health care team. These service functions include but are not limited to reception (visitor and telephone), maintenance of veterinary medical records, account handling, cash processing, data entry, word processing and mail service. This position requires a practical knowledge of hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment, data transcribing, word processing, and a practical knowledge of the standard procedures, veterinary records and terminology used in the hospital.

PRIMARY JOB RESPONSIBILITIES

- Provide friendly, quality client care to the patients and clients of Aurora Animal Clinic.
- Receive incoming calls, screen those that are handled by other health care team members and take care of routine calls. The routine calls include those seeking information about veterinary services (“telephone shoppers”). Provide knowledgeable sub-professional advice concerning the care and treatment of animals.
- Follow established hospital policies and procedures in referring clients for immediate treatment of their pets when requests are accompanied by complaints of acute symptoms. Determine nature of injury/illness and attempt to reassure distressed pet owners. Determine whether immunizations are current. Recommend update of necessary immunizations to clients when applicable.
- Schedule appointments, obtaining all necessary data concerning the patient and owner. Prepare all required forms in advance when possible.
- Prepare to receive appointments by retrieving client records, preparing needed forms in advance of clients’ arrival. Complete required forms such as new client form, consent forms, estimates, payment agreements, etc. and obtain all necessary information.
- Check clients in – Greet clients in a professional, friendly, hospitable manner.
- Discharge patients. Review charts of patients being discharged from the clinic for completeness of information, make new appointments or note changes in patient status as necessary. Enter charges and set up future reminders in system. Present clients with medications, basic instruction.
- Assure that all financial obligations are met by owners. Collect client fees, make change, process credit card transactions and run end of day reports.

- Perform over-the-counter selling of specialty merchandise. Exercise technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products purchase/use.
- Collect lab specimens from pet owners, match patient record to the sample and submit samples to a veterinary technician or assistant.
- Assist in the updating of client files.
- As required, enter data into the computer system, retrieve and modify computerized records. The records to be modified may include but is not limited to reminder list for patients of periodic notifications, receipt and/or invoicing to update medical/financial records; client records, pet records, medical records, word processing to produce letters for general correspondence and special mailings to clients, etc.
- Perform a variety of clerical duties, receiving mail, sending out mailings, cleaning, and organizing reception area.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice.
- Perform other duties as assigned.

The Client Services Representative works under the direct supervision of the Client Services Representative Manager, the Office Manager and/or Practice Manager, who will indicate general assignments, limitations and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the supervisor.

SKILLS AND KNOWLEDGE

- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of hospital procedures and operation instructions for making appointments, assembling patient medical records, relaying information regarding patient's condition, and compiling and submitting data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine.
- Requires strong client service skills. Personal contacts are with pet owners affected by a variety of problems, visitors, and other healthcare team members. Considerable tact and diplomacy are required. Must accurately relay owner's account of the medical complaint(s) of the pet(s) involved to the healthcare team member who will be involved in treating the patient(s).
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- 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).

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job.

- 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.
- Occasionally transport inventory to stock shelves. Occasionally handle 30-50 pounds.
- Occasionally transport patients to weigh on scales.
- Frequently required to communicate with clients, team members and associates. Must be able to exchange accurate information.
- Frequently standing/moving for long periods of time.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches, and animal waste; possible exposure to contagious diseases.

The employee is expected to follow federal and state animal health laws and regulations including OSHA and DEA at all times.

Any employee asked to perform a duty or handle a patient that they are not comfortable with is expected to request and receive assistance and guidance from the appropriate co-worker and/or supervisor.