



Humane Society of Sonoma County Job Description

Job Title:	Triage Coordinator	Location:	Santa Rosa
Department:	Community Veterinary Clinic	Hours:	Variable
FLSA Classification:	Full-time	Reports To:	Director of Veterinary Services

SUMMARY

The Triage Coordinator provides excellent telephone and in-person customer service to clients of the Community Veterinary Clinic serving low-income clientele. The Triage Coordinator works closely with the customer service team in this public facing clinic and represents the Humane Society of Sonoma County. The Triage Coordinator helps greet clients, triages patients, schedules appointments, enters client, patient, and financial data into the computer, generates invoices and explains them to clients, helps clients apply for funding where available, and processes payments. In addition, the Triage Coordinator works closely with the DVMs on individual cases, assists with client communication and communication with referring clinics, helps manage the call log, and monitors pharmacy inventory. The Triage Coordinator will work with CVC DVMs and RVTs to learn medical decision-making and triage skills including physical exam / assessment and basic treatment protocols to help prioritize and manage what cases need to be seen, when and by whom.

DUTIES AND RESPONSIBILITIES

- Provide general customer service duties to include greeting clients and answering questions.
- Provide a welcoming, non-judgmental, and professional reception to clientele from a wide range of socioeconomic backgrounds.
- Review income documentation to qualify clients for low-cost services.
- Manage a high volume of calls, schedule appointments, take prescription requests.
- Prepare paperwork for appointments, gather records, and confirm appointments when needed.
- Monitor the call log and CVC email, respond to messages in a timely manner, and refer clients to other resources as needed.
- Manage efficient and effective use of our medical record keeping and oversee timely completion of records and callbacks.
- Manage efficient, professional and clear communication logs.
- Communicate DVM orders to clients, explain treatment options, collect updates on patients, and enter into medical record.
- Intake and discharge surgery and drop-off patients; obtain history, administer intake drugs as needed, enter charges and medications, generate discharge instructions, etc.
- Work with DVMs and Director of Medical Services to resolve complaints and difficult situations in a calm and professional manner.
- Monitor inventory of medications and supplies and add to order list when low.
- Discount services as needed to meet clients' ability to pay.
- Keep reception area clean.
- Obtain and fill prescriptions.
- Perform daily closing financial tasks such as running nightly reports, counting cash and processing credit cards and Care Credit.

Supervision: This position reports directly to the Director of Veterinary Services.

KNOWLEDGE, SKILLS, AND ABILITIES

- The ability to work independently as well as in a team environment.
- Must demonstrate self-motivation, responsibility, excellent interpersonal skills, and the ability to handle multiple tasks in a fast-paced environment.
- Good oral and written communication skills.
- General knowledge of Veterinary Medicine (vaccines, preventative, treatments and general care).

- Strong organizational skills and the ability to remain calm under pressure.
- Effective verbal communication skills for in person and telephone contact.
- Excellent customer service skills, particularly with a variety of client situations.
- Ability to learn, retain and communicate a wide variety of information.

QUALIFICATIONS

- Minimum of high-school diploma or equivalent.
- Minimum of 2-years’ customer service experience in a fast paced environment with a variety of client needs.
- General computer skills, cashier and related front office work experience.
- Six (6) months related animal care experience preferred.
- Bilingual is preferred but not required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work environment: The employee is working in an animal hospital/shelter setting and will be exposed to moderately loud noise levels (such as barking dogs, ringing phones, cleaning agents, bites, scratches, and animal waste. There is possible exposure to zoonotic diseases. Work will be primarily performed behind the front reception desk.

NOTES

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date