

Job Title:	Client and Patient Care Representative	Location:	Santa Rosa
Department:	Community Veterinary Clinic	Hours:	40 hours/week
FLSA Classification:	Full-time, non-exempt	Reports To:	Director of Veterinary Operations

SUMMARY

The Client and Patient Care Representative (CPR) provides excellent telephone and in-person customer service to clients of the Community Veterinary Clinic. The client and patient care team is the face of our public facing clinics and represents the Humane Society of Sonoma County. The Community Veterinary Clinic is a public facing low-cost clinic for qualifying families with animals needing urgent medical or surgical care. The CPR is responsible for greeting clients and answering phones, triaging patients, scheduling appointments, communicating with DVMs, entering client, patient, and financial data into the computer, generating invoices and discharge paperwork and explaining them to clients, processing payments; and managing the retrieval and storage of medical records.

DUTIES AND RESPONSIBILITIES

- Provide general customer service duties to include greeting clients and answering questions.
- Provide a welcoming and professional reception to clientele from a range of socioeconomic backgrounds.
- Intake and collect patient history for daily patients.
- Discharge patients and provide owner support for optimal care.
- Review income documentation to qualify clients for low-cost services.
- Respond to client calls, voice mail, and email messages in a timely manner.
- Schedule appointments by phone and via online scheduling software.
- Serve as key point person for scheduling software.
- Prepare paperwork for appointments, gather records, and confirm appointments when needed.
- Communicate DVM orders to clients and collect updates on patients and enter into medical record.
- Scan documents into charts.
- Discount services as needed to meet clients' ability to pay.
- Keep the reception area clean.
- Obtain and fill prescriptions.
- Process cash and credit card payments.
- Perform daily closing financial tasks such as running nightly reports, counting cash and processing credit cards and Care Credit.
- Train, direct, and work with volunteer staff.
- With training, fulfill Vet Assistant tasks; restraint, vaccine preparation, injections, giving oral meds, filling medications, nail trims
- Other duties as assigned.

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

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 preferred (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 and compassion, 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 (Spanish) is 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 to 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

Date

Signature

Date