

**Job Description**

|  |  |
| --- | --- |
| **Job Title:** | **Customer Service Representative** |
| **Department:** | Clinic |
| **Classification:** | Full time, non-exempt |

**Job Relationship:** Reports to Clinic Manager

**Position Summary:** The Customer Service Representative works under the direct guidance of the Customer Service Supervisor and is responsible for assisting clients, veterinary technicians & doctors to help improve the quality of care given to the patients of the Gulf Coast Humane Society Veterinary Clinic. This includes helping to achieve greater efficiency by answering telephone calls, coordinating appointments, assisting walk-in customers, and various administrative details including filing, data entry, and reconciling daily receipts

**Essential Job Functions:**

* Answering telephone calls and returning e-mails
* Scheduling appointments using our designated software
* Informing the veterinarian on duty of any emergencies that require urgent attention
* Issuing invoices for treatment and prescribed medication after each consultation
* Receiving and verifying payments after each consultation
* Monitoring the inventory of items for sale by the Clinic and restocking these, as needed
* Overseeing the sale of items stocked by the Clinic
* Liaising with courier services and laboratories to ensure that samples are delivered and collected on time
* Other duties as assigned

**Qualifications/Requirements:**

* High school diploma or equivalent
* Previous administrative experience, preferably within a healthcare setting  Familiarity with veterinary medical billing software is advantageous

**Knowledge and Skills:**

* Proactive, positive attitude
* Intermediate computer proficiency
* Basic arithmetic skills
* Ability to maintain confidentiality
* Excellent organizational, time management, and multitasking abilities
* Personable, empathic disposition
* Capacity to work well during stressful situations

**Time Commitments / Expectations:**

* 40 Hours per week
* Must be available to work weekends and evenings

**Working Conditions:**

Work is performed constantly in an animal clinic that operates six days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to regularly move about the clinic to provide care to shelter and clients’ animals. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Occasionally positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly communicates with clients, staff members and volunteers who have inquiries and must be able to exchange accurate information in these situations. Occasionally moves animals weighing up to 50 pounds (i.e. through the clinic on leash or using other safe restraint and animal handling equipment, into and out of cages in the clinic, onto and off of exam tables).

**All GCHS employees are aware of the 5 Freedoms for Animal Welfare:**

* Freedom from hunger and thirst by ready access to fresh water and diet to maintain health and vigor
* Freedom from discomfort by providing an appropriate environment including shelter and a comfortable resting area
* Freedom from pain, injury or disease by prevention or rapid diagnosis and treatment
* Freedom to express normal behavior by providing sufficient space, proper facilities and company of the animal’s own kind
* Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffer

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_