



**Job Title:** Client Service Representative

**Employment Status:** Non-exempt

**Reports To:** Client Service Manager

**Schedule:** Monday- Sunday 7:00 a.m. – 2:00 a.m.

**Position Purpose:**

This position is to ensure that client service excels at MVS, and clients always have a positive experience in our hospital. The CSR is the first and last contact with the hospital and is key to creating a long-lasting impression. The responsibility of a CSR is to perform primarily clerical tasks related to the pet owner and to provide support to the veterinary health care team.

- To be effective, polite, compassionate, and helpful to all clients, and under all circumstances and maintaining strong client service skills.
  - To keep the department organized to ensure a smooth and efficient hospital flow.
  - Receive incoming calls, make appointments, address client concerns and questions. Know how to screen calls and route appropriately. Pet Desk & clinic App communications while making sure to respond promptly.
  - Schedule appointments, obtaining all necessary data concerning the patient and owner.
  - Check clients in and out – Inputting patient and client information accurately into Cornerstone system.
  - Maintain a professional, respectful, friendly, hospitable teamwork environment with all team members.
  - Assist in placing clients in patient rooms and updating clients while they are waiting.
  - Perform a variety of clerical duties, mailings, cleaning, scanning, and organizing reception area.
  - Explain invoices and collect payments, including making change for cash payments, processing credit cards and obtaining proper identification when necessary.
  - Work independently on assigned tasks as well as to accept direction on given assignments.

**Qualifications:** The CSR must have exceptional communication skills (both verbal and written), computer literacy, ability to multitask, friendly attitude, and confidence to deal with stressful situations.

- High school diploma or equivalent.
- Customer service experience preferred.
- Requires effective communication and client service skills.
- Considerable tact and diplomacy is required.
- Ability to greet clients in a professional, friendly, hospitable manner.
- Ability to multitask.
- Must be able to occasionally lift and/or move up to 30 pounds.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.