

VETERINARY EMERGENCY SERVICE

Customer Service Representative (CSR)

Job Description

REPORTS TO: Personnel Manager or Hospital Manager

SUMMARY:

As a CSR, duties will include but may not be limited to keeping accurate medical records, clerical work, client education, promotion of hospital products and services and support of the Practice Owner, Hospital Manager, Personnel Manager and other team members. This position requires practical knowledge of hospital procedures, policies and services; client and patient treatment protocols; data transcribing and word processing; and the standard procedures, records and terminology used in the veterinary hospital.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Client Service

- Greet clients and pets by name immediately upon arrival.
- Ensure the reception area and bathroom are clean and odor free.
- Rotate and maintain current reading material and client educational materials.
- Maintain and disinfect children's play area.
- Provide compassionate care to patients and clients.
- Conduct oneself in a confident and professional manner even when stressed and/or focused on individual tasks.
- Check that addresses, phone numbers and RDVM information are current.
- Weigh pet at each visit and record in the file.
- Schedule appointments and surgeries and provide clients with pre-appointment recommendations i.e. fasting or medications.
- Chart legible or type accurate medical records in accordance hospital policy.
- Answer and route phone calls in a quick and professional manner. Use "HOLD" with caution.
- Field questions and inquires about services, triage, and products.
- Provide knowledgeable advice concerning the care and treatment of animals.
- Know common drugs and protocols and be able to explain them to clients.
- Record all conversations with clients in the medical record.
- Maintain a clean and orderly facility, do not hesitate to clean or organize as part of a normal job duty.
- Maintain positive, cooperative relationships with other employees.
- Follow established hospital policies and procedures when handling client concerns and complaints.
- Conduct "Call Backs" to clients for a status report on their pet.
- Explain necessary discharge and home care instructions (when a discharge technician is not available)
- Complete phase training (levels listed below)
- Admit patients following hospital policy and doctors written orders.
- Discharge patients based on the veterinarian's orders, ensuring that patients are well groomed and in a medically appropriate state. (As needed)
- Performs other duties as assigned including assisting in other areas. Follows VES established policies and protocols.

Administration:

- Maintain and provide statistical reports as requested by the Practice Owner, Hospital Manager or Personnel Manager.
- Create and save hospital forms.
- Update bulletin board with current events.
- Prepare and distribute grief packets.
- Mail sympathy cards.
- Log and call owners for pet cremains.
- Track and maintain RDVM information i.e. DVM names, addresses, phone numbers, email address, fax and current hours.
- Monitor fax server.
- Process euthanasia and cremation paper work.

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- Collect, assemble and file client records.
- Type or scan all lab reports, RDVM files/history, or medical data into the patient's case record.
- Fax lab work to RDVM.
- Prepare daily reconciliation reports.
- Balance the cash drawer.
- Deliver deposit to the bank.
- Process care credit.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or one to three months of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, write and comprehend simple instruction, short correspondence, and memos. Must be able to effectively present information in one-on-one and small group situations to customers, clients, and other employees.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

None required.

PHYSICAL DEMANDS:

The physical demands described 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.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands and fingers to handle or feel; reach with hands and arms; stoop, kneel, crouch, crawl; and talk or hear. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

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WORK ENVIRONMENT:

The work environment characteristics described below are representative of those needed to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may regularly be exposed to wet and/or humid conditions, winter weather, and extreme heat. The employee is frequently exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually loud.