

Client Care Representative

We are looking to find a friendly and motivated individual to add to our team!

Duties and Responsibilities:

- Deliver exceptional customer service by welcoming clients, managing incoming patients, and processing payments efficiently.
- Answer phones and schedule appointments.
- Handle incoming and outgoing mail and email.
- Update and maintain patient files.
- Maintain the cleanliness of the waiting room, reception area and exam rooms.
- Restocking dog food and retail items as needed.

Required Skills and Competencies:

- Compassion and Sensitivity: The capacity to empathize with scared and unwell pets, along with their worried owners.
- Customer Service: Ability to provide friendly, efficient service to clients in-person, as well as on the phone.
- Interpersonal Skills: The ability to interact comfortably with clients and colleagues is essential. A positive attitude is a must, along with a willingness to coordinate with team members to ensure efficiency and effectiveness.
- Technology Skills: Proficiency in using office technology, such as computers, printers, and scanners and basic typing skills are required. The role will involve daily use of veterinary practice management software for tasks like scheduling, billing, and maintaining patient records, often while using multiple software applications at the same time.
- Mental and Physical Stamina: Ability to stay calm when handling animals and communicating with clients. May be required stand for extended periods of time. Willingness to assist fellow team members on the floor and demonstrate flexibility is essential. Must be able to lift 40 lbs.
- Organizational Skills: Proficient in handling office operations, including message taking, appointment scheduling, and maintaining patient records.

The ideal candidate will strive to provide excellent customer service to clients while ensuring the front desk operations are efficient. They will be the primary greeter upon a client's arrival, will have the first interactions with the patients, will alert the appropriate team member of the client's arrival, and will process client payments at the end of the appointment. Strong oral and written communication skills are essential to thrive in this role.

Job Type: Part-time

Pay: \$20.00

Expected hours: 20-31 per week

Benefits:

- Continuing education credits
- Employee discount
- Uniform allowance
- Simple IRA after 1 year of employment

Ability to Commute:

Steamboat Springs, CO 80487 (Required)

Email resume to admin@petkareclinic.com, or drop it by the clinic!