



JOB DESCRIPTION CLIENT RELATIONS SPECIALIST

POSITION OVERVIEW

Reports to Office Manager and/or Head Receptionist

The Client Relations Specialist is the client's first contact when calling or visiting the practice and as such, presents the professional image of the practice to callers and visitors. Client Relations answers telephones, greets clients and escorts them to waiting rooms/exam rooms, receives and transmits telephone and other messages, updates clients records, prepares billing and collects payments and performs a variety of other related services.

RESPONSIBILITIES

- Answers telephones, screens calls to determine further action and places calls quickly, efficiently and in a professional, friendly manner, using a multi-line telephone system
- Answers client's inquiries and/or finds answers about a multitude of pet related topics
- Receives and transmits telephone and fax messages accurately and promptly
- Greets clients with a welcoming attitude, enters or updates client and pet information into computer system, escorts to examining room when applicable
- Prepares client invoices and obtains payments after services performed
- Performs over-the-counter selling of specialty merchandise, exercising a technical knowledge of products sold
- Maintains the appearance of the front work area as well as the reception area
- Follows established policies and procedures in all of the above as well as performing other duties as assigned

POSITION REQUIREMENTS

Education

- High school diploma or equivalent

Experience

- Significant experience with basic office functions in a busy office environment.
- Previous receptionist and veterinary practice experience are preferred but not required

Personal

The receptionist must be able to:

- Feel and express a genuine liking for animals and for working in an animal care environment
- Deal intelligibly, pleasantly and efficiently with clients on the telephone and in person, often doing several things at one time
- Display tact and diplomacy with staff members and clients
- Understand and carry out oral and written directions
- Work constantly in the presence of other staff members and clients
- Be flexible in attitude and work habits
- Quickly learn how to pronounce, know the meaning of and spell commonly used veterinary terms
- Perform basic computer skills; type 45 words per minute

Physical Effort

- Work requires lifting or carrying records, equipment and/or products weighing up to 40lbs; requires sitting or standing for extended periods or time.
- May be exposed to bites, scratches and contagious diseases.