MONMOUTH COUNTY SPCA

POSITION DESCRIPTION

**VVCC Client Service Representative**

**Department:** Client Services **Reports to:** Client Services Manager

**Type:** Full Time/Part time **Shift:** 10:00 AM to 5:00/7:00, Mon-Sat

**Summary:** The VVCC Client Service Representative works within a team of CSRs to provide excellent customer service to pet owners who visit the clinic. The VVCC client service representative utilizes clinic knowledge and exceptional communication skills to greet, assist and direct the public in person and over the phone.

Responsibilities:

* Display exceptional interpersonal communication skills.
* Work well in a team environment while being able to self-initiate within organization guides.
* Greet, assist, and direct public.
* Answer telephone calls promptly, courteously and give accurate information.
* Educate general public on good pet ownership.
* Timely and courteous patient check in and check out including payment processing.
* Screen and schedule clinic patient appointments and medical procedures.
* Perform appointment confirmation and follow up phone calls.
* Admission and discharge of surgical patients.
* Medical record maintenance, incoming and outgoing record requests.
* Accurate entry of surgical billing codes as dictated by the anesthesia record provided by the medical team.
* Assist the Law Enforcement Division by detecting and reporting animal cruelty.
* Balance daily financial reports.
* Sell/promote merchandise and fundraising items or events.

Position requirements:

* Working knowledge of Windows, M/S Office products, Fax/Copy/Scanning equipment and charge card readers.
* Adaptability to learn Cornerstone Software and other shelter-based software.
* 1-2 years of Customer Service experience.
* 1-2 years of cash handling experience.
* Veterinary practice customer service experience preferred