



Westfield Veterinary Group

Client Service Representative

Westfield Vet Group is hiring! WVG is a quickly growing full service veterinary hospital offering complete wellness care and 24/7 emergency services 365 days a year. We proudly offer close to 15 doctors and 40+ veterinary technicians, assistants and support staff. WVG is equipped with double surgery suites, dental suites, digital radiology, ultrasound, wireless telemetry, oxygen cages and rehabilitation department. We offer competitive compensation, health/dental/vision benefits, excellent employee pet discounts, optional short term disability insurance, life insurance and 401k.

POSITION: Client Service Representatives

REPORTS TO: Client Services Manager

SUMMARY: To support our efforts in providing the highest quality primary veterinary care to our patients. Promotes the practice by maintaining a client-oriented & professional work environment. Responsible for scheduling appointments, patient check-in and patient check-out. Serves as a liaison between patient and medical staff. Also responsible for answering and directing practice's phone calls. Assists in other areas as requested.

Duties will include but may not be limited to;

- Greet clients and pets in a prompt, courteous and helpful manner
- Ensure work and reception area is kept clean and professional at all times
- Check in patients, verify and update necessary information in the patient record.
- Ensure intake form and CPR/DNR forms are filled out for ER/Urgent Care patients.
- Notify doctor/technician of any potential emergency appointment.
- Assist client at time of euthanasia by rooming patient, preparing paperwork and taking payment.
- Check out patients, print invoices and receive and apply payment.
- Understand the application and processing of CareCredit.
- Schedule/confirm appointments.
- Answer phone calls and relay information to the appropriate party.

- Keep food and merchandise shelves stocked.
- Distribute mail.
- Print and prepare all surgery documents for next day.
- Reminder calls.
- Scanning.
- Mid day and end of day reconciliation.
- Maintain daily checklist.
- All other tasks as assigned.

Qualifications:

- High School Diploma
- Minimum of one year of experience in veterinary reception or similar position

Skills and Abilities:

- Excellent oral and written communication
- Organized and meticulous
- Knowledge of basic veterinary terms and procedures
- Knowledge of basic computer skills
- Patience and respect for client, patients and colleagues
- Ability to deal with fast pace and stressful situations
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Physical Demands:

- Standing/walking/lifting.

Work Environment:

- Fast paced 24 hour veterinary hospital