



Client Care Representative

Job Summary:

Are you looking for a new and exciting work environment that appreciates the knowledge and experience you have to offer? Do you have a passion for specialized veterinary care and enjoy working in a fast paced environment? If you answered yes to these questions, a career with Bush Veterinary Neurology Service (BVNS) might be right for you!

Bush Veterinary Neurology Service is looking for a Client Care Representative to join their team! We are seeking a dynamic individual with excellent telephone and interpersonal skills and the ability to multi-task through the day.

Responsibilities and Duties:

As a Client Care Representative, responsibilities include, but are not limited to, answering the phone, making patient appointments, filing, keyboard/data entry, fax, email, cashiering, serving coffee and tea to guests, keeping lobby area tidy and offering a compassionate client and patient focused office environment.

Required Qualifications, Education and Experience:

- Candidates are required to have a high school diploma or equivalent, with a vocational certificate/diploma in business or office administration preferred.
- Minimum of 2 years of experience as a Veterinary Receptionist, OR 5 years as a Client Service Representative
- Must be willing and able to work flexible hours, as needed. We are a 6 day per week practice (Monday through Saturday) - alternating Saturdays are required for this position.

Preferred Qualifications and Experience:

- Qualified candidates should be friendly, poised and have a client focused approach.
- Excellent communication skills both written and verbal
- Able to multi-task in a fast paced environment
- Comfortable working in and having a good understanding of MS Windows and the ability to quickly learn how to use other internal company software systems.
- Must be well organized.
- Able to handle stressful situations and events in a calm supportive manner.

Benefits:

Bush Veterinary Neurology Service offers a comprehensive benefit package, including, but not limited to:

- Health Insurance
- 401(k) with Company Match
- Paid Time Off, Paid Sick Leave, and Paid Holidays
- Annual Scrub Allowance
- Pet Discount

Salary to correspond with experience.

