



Client Care Representative – Leesburg, Virginia

At Bush Veterinary Neurology Service, we acknowledge and value our supportive team members. They are educated and skilled individuals who are compassionate and care deeply for our patients. They play a significant role in the success of our organization and the health of our patients. As such, BVNS believes in recognition and fair compensation for our team members by providing:

- Higher than average wages
- Customized training plans to assist them in successfully meeting their career goals
- Support and guidance from board-certified technicians in Neurology and Anesthesia/Analgesia
- Access to our VTS Mentorship Program
- Eligibility for our **Support Staff Bonus Program**
- Leadership opportunities

BVNS Leesburg is growing and expanding! If you are looking for a new and exciting work environment where your education and advanced skillset are appreciated and where you can continue growing in your career, BVNS may be right for you!

If you've never worked in specialty medicine before but have an interest in expanding your knowledge and increasing your skill set, that's great! Many of our most accomplished technicians did not have specialty experience prior to joining BVNS - we love training new team members and supporting anyone interested in growing their career!

Responsibilities and Duties

- Greet clients and guide them through check-in procedures
- Answer incoming phone calls
- Provide compassionate client communication and education
- Schedule patient appointments
- Utilize practice management software to maintain client and patient records
- Administrative duties such as filing, data entry, faxing, emailing, etc.
- Check-out clients, ensuring discharge information and charges are correct

Qualifications and Skills

- High School Diploma, GED, or higher education
- Minimum of 2 years' experience as a Veterinary Receptionist, or 5 years as a Client Service Representative in another business setting
- A flexible schedule that allows the ability to work rotating Saturdays
- The ability to handle stressful or emergent situations in a calm and supportive manner
- Excellent communication and customer service skills
- Have a good understanding of MS Windows and ability to quickly learn company software systems

Additional Benefits Offered

- Medical/Dental/Vision Benefits
- 401(k) with Company Match
- Paid Time Off and **Paid Holidays Off**
- Annual allowance for scrubs and other BVNS apparel
- Employee discounts on neuro-related services, medications, and lab work

About Us

To learn more about BVNS, visit our website at www.bvns.net or our Facebook page www.facebook.com/BVNSNeuro/. To pursue this career opportunity, e-mail your resume and cover letter to hr@bvns.net.

