

Customer Service Coordinator Options Veterinary Care



OPTIONS
VETERINARY CARE



Overview: The Customer Service Coordinator supervises the Customer Service Representatives and manages complex client cases, helping clients with financial arrangements and assistance programs. The coordinator works closely with and supports clinic management to ensure quality and compassionate customer service is delivered to clients.

The Customer Service Coordinator will also perform a variety of tasks including ensuring prompt client communications by supporting customer service representatives when needed, identifying success stories to be shared with supporters, billing partner organizations and tracking payments, maintaining accurate records, and organizing special projects and processes.

The Customer Service Coordinator represents Options Veterinary Care to the public in a friendly, professional manner.

Specific Responsibilities:

- Manages the Customer Service Representatives to ensure they are well-trained and providing effective customer service to the clinics clients.
- Assist clients by identifying appropriate payment options, helping people to apply and in some cases approving financial assistance for qualified individuals.
- Maintain a list of programs and qualifications.
- Track and monitor available funds.
- Bill funding partners in a timely manner and track payments.
- Follow up with individual client payment plans.
- Assist with gathering success stories and encouraging donations to support the work of Options Veterinary Care, a nonprofit clinic.
- Contribute to and lead initiatives to improve processes and procedures.
- Set a friendly, positive, professional tone for all interactions with clients and potential clients, via phone, email and in person.
- Assist customer service staff in identifying animals with urgent medical needs and arranging prompt care.
- Mentor staff in strategies to ensure an exceptional customer service experience
- Support management and Customer Service Representatives to:
 - Ensure client check-in and discharge processes are smooth and efficient.
 - Manage clinic schedule by accurately scheduling, confirming, and canceling appointments.
 - Answer phone calls and emails in a timely manner.
 - Accurately enter client information and payments and create end-of-day reports.
 - Prepare, update, and maintain patient and client records.
 - Provide helpful information to clients on basic hospital information and procedures in a courteous manner.
 - Assist with organizing at the front desk, lobby, waiting room, office and other areas of the clinic as needed.
 - Maintain front desk equipment and supplies.

- Help out with other tasks and in other areas of the clinic as needed.

Specific Qualifications:

Required

- High school diploma (Associates Degree or additional college education a plus)
- Three years of experience in customer service or working with the public
- Strong organizational skills and attention to detail
- Experienced in creative problem solving and utilizing critical thinking skills
- Desire to serve under-resourced communities and animals with respect and compassion
- Strong interpersonal, verbal, and written communication skills
- Sound judgement
- Able to maintain confidentiality and to manage sensitive situations and discussions with discretion
- Proficient with Microsoft Office

Desired

- Knowledge of dog and cat care, able to identify when urgent medical care is needed
- Bookkeeping or billing experience
- Experience in the veterinary, medical office, or related field

General Qualifications and Expectations for All Staff:

- Commitment to the mission and goals of Options Veterinary Care.
- Affection for animals and concern for their wellbeing.
- Flexible with the ability to manage changing priorities and varied tasks and schedules.
- Strong interpersonal skills—The ideal person would be outgoing, personable, professional, and able to get along well and communicate successfully with a variety of people.
- Strong written and verbal skills.
- Results-oriented—Able to set goals, plan, and carry out projects without direct supervision in an organized, efficient, and effective manner.
- Collaboration—Works effectively as part of the team to accomplish the organization’s goals.
- Strong organizational skills.
- Learning-agility—Willingness and ability to learn new things quickly. Interest and commitment to keeping up with emerging best practices.
- Innovative/solution-oriented—Strong problem-solving skills, able to find ways to make things work.
- Drive—Taking initiative and working with minimal supervision and direction. Performing all duties in a manner which encourages attainment of the campaign’s goals.
- Attention to detail—Exceptional ability to follow through and meet deadlines.
- Technology savvy—Comfortable and proficient with computer technology (proficiency with Microsoft Office and possibly other programs/applications that apply to specific roles). Able to learn new programs quickly.
- Sound judgment—Maturity, good judgment, and strong decision-making and implementation skills.
- Professional personal appearance and demeanor.

Responsibilities of All Staff:

- Promoting a humane and caring attitude toward all animals and treating all animals with respect and compassion at all times.
- Working courteously and cooperatively with colleagues, other organizations, and volunteers.
- Treating clients, co-workers, and others with respect and courtesy.
- Ensuring superior customer service by promptly addressing concerns, demonstrating respect and empathy, and resolving problems on the spot during walk-in or telephone call situations.
- Willingness to assist with tasks outside of primary realm of responsibility in a manner which demonstrates interest, care, and concern for the staff and public and animals we serve.
- Being alert to and providing information on success stories to appropriate team members.
- Participating in periodic team meetings to discuss goals and plans.
- Helping to ensure that all established procedures and policies are followed within the intended spirit of each.

Work Conditions and Physical Requirements: Performs work both in an office setting as well as interacting with the public in a clinical setting. Potentially prolonged periods of sitting and repetitive motion. May work in an area with high noise level. Potentially subject to animal bites and scratches. Exposure to cleaning chemicals, fumes, dust, animal dander, and feces. Frequent standing, stooping, bending and lifting up to 40 lbs. with reasonable accommodation.

Terms of Employment:

- The Customer Service Coordinator reports to the Clinic Managers.
- Non-exempt position
- Full-time position
- Daily reporting hours and days of the week may vary according to the needs of the department schedule.
- Benefits include three weeks paid time off (for vacation, personal, and sick time) for the first year of employment, seven paid holidays, and employer contribution toward individual medical, vision, and dental insurance.
- There is no minimum period of employment that is implied or guaranteed.
- Wage range: \$18 to \$22 per hour

Non-Discrimination Policy: Options Veterinary Care does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and clients.

How to Apply:

Send a one-page cover letter and a resume to info@humanenetwork.org.

About Options Veterinary Care

Options Veterinary Care is a nonprofit clinic that provides quality, affordable, and accessible spay/neuter services and veterinary care for pets and community cats to keep pets and families together and support a humane community. Options is a program of Humane Network, a Reno based nonprofit organization.