



1301 E. 53rd St
Davenport, IA 52807
563) 386-1445
info@creeksidevetia.com

JOB DESCRIPTION: CLIENT CARE SPECIALIST

POSITION SUMMARY

A Client Care Specialist (CCS) focuses on client communication, medical records, and maintaining the flow of the hospital. He or she is the first and last contact clients have with the hospital and is key to creating lasting impressions. The CCS must have exceptional client service and communication skills, computer literacy, handle payment and financial issues, ability to multi-task, friendly attitude and confidence to deal with stressful situations. Interest in veterinary medicine and willingness to learn via continuing education; and coworkers is a must. Client Care Specialists work directly with veterinarians, technicians, veterinary assistants, and kennel staff daily to provide consistent patient care and communication. Some of the job responsibilities include scheduling appointments, greeting patients/clients, triaging appointments, taking payments, properly relaying important medical details, collecting and maintaining medical records as well as filling prescriptions as ordered by veterinarians.

Reports to: Hospital Manager

JOB RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

CLIENT RELATIONS DUTIES

- Great clients and companions while assessing any special needs such as aggressive patients or needs for immediate medical attention
- Answer phone promptly and professionally using a multi-line system
- Triage cases over the phone when needed by using trained skills and/or collaborating with trained staff members and doctors
- Screen and route calls to appropriate staff
- Provide phone shoppers with descriptions of services as well as benefits first, price last
- Take and deliver messages to appropriate staff; knowing the appropriate communication path based on urgency
- Assist custodians with keeping the waiting area clean and odor free
- Assist clients and referrals with scheduling appointments using skills to ensure the proper amount of time and correct doctor are chosen. Communicate to clients any pre-appointment instructions, directions, any medications or records to bring, and how to contact us back if needed.
- Check records for accurate client addresses, phone numbers and email addresses. Provide and update client information sheets on a yearly basis
- Weight incoming pets, record any vitals taken and collect and input specimens
- Schedule appointments and surgeries/procedures according to hospital scheduling guidelines
- Make surgical, dental and general appointment confirmation calls
- Answer clients' questions about recommended exams, veterinary services, procedures and products
- Fill prescriptions while abiding my state and federal prescription laws as well as provide routine administration instructions to clients
- Reiterate doctor's recommendations when checking out clients including providing prescribed medications, prescription foods, detailed doctors instructions and scheduling next exams
- Prepare consent forms, treatment plans, and be able to discuss the hospital's financial policies with clients
- Be knowledgeable of and be able to sell retail items and pet foods
- Perform follow up phone calls

L.A Bahns, DVM • R.D. Less, DVM, ABVP • J.A. Taylor, DVM, ABVP • A.M. Cahill, DVM • J.A. Buehler, DVM



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FINANCIAL DUTIES

- Know fees for routine services and acceptable forms of payment
- Collect payment when services are rendered, including making change for cash payments, processing credit cards and obtaining proper ID for checks
- Enter accurate charges
- Be able to send and receive virtual payments accurately
- Know deposit policy
- Explain invoices to show value for the care provided, stating all services and products provided before the total

ADMINISTRATIVE DUTIES

- Update and add historical reminders as needed
- Maintain adequate supply of client education materials
- Receive and transmit faxes, email and text messages
- Prepare forms either electronically or paper
- Review medical history of discharged patients for completeness and accurate charges
- Schedule rechecks and enter callbacks
- Ensure treatment plans, new client forms and referral forms are signed and an emergency number is noted
- Admit patients for surgery, dentistry and other procedures by alerting appropriate hospital staff and adding to electronic whiteboard
- Maintain appointment book while keeping the flow of the hospital in mind
- Retrieve, update and file patient medical records
- Obtain medical records from referral clinics as well as new patient records
- Purge files as appropriate • Scan and attach written-to-computerized client records
- Foster collaborative relationships with other team members and departments
- Ability to navigate PIMS (Avimark)

CLIENT EDUCATION & MEDICAL KNOWLEDGE

- Have a basic knowledge of nutrition regarding the foods that we carry
- Have a thorough knowledge of flea, tick, and heartworm preventatives
- Call clients whose pets are overdue for services
- Review medical history of upcoming appointments and notate services to suggest/correct inaccuracies
- Promote practice protocol on wellness and prevention • Understand the disease processes that are vaccinated for
- Thorough knowledge of the AAHA/our practices' vaccination protocol included recommended laboratory tests
- Know the rules regarding dispensing medications

EDUCATIONAL REQUIREMENTS & SKILLS NEEDED

EDUCATIONAL REQUIREMENTS

- High School diploma or equivalent Qualifications & Skills Needed:
- Experience in customer service (Required)
- Experience in the veterinary industry and/or with animals (Preferred)
- Ability to work in a fast-paced environment
- Computer Literacy

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- Understand Veterinary Terminology
- Exceptional customer service skills
- Keep accurate medical records, clerical work
- Educate clients
- Promote hospital products and services
- Support team members

PHYSICAL OBLIGATIONS

- Ability to lift patients and equipment up to 25lbs; ability to lift patients or carry equipment over 25lbs with assistance
- Endure sitting, standing and walking on hard floor surfaces for extended periods
- Type information for patient records and prescription labels into the computer
- Able to work in noisy work conditions with sounds from animals and equipment
- Take safety precautions for exposure to toxins, drugs, anesthesia and radiation