



# POINTS EAST Veterinary Group

## **Points East Veterinary Emergency Hospital of Fayetteville** **Customer Service Representative (Part-time)**

### **Ideal Candidate:**

- Strong communication skills
- Ability to work independently, prioritize tasks, and meet deadlines
- Commitment to maintaining the highest standards of accuracy and compliance
- Gets excited about business process improvement
- Always looking to make processes more efficient and effective using technology
- Willing to listen and try new things and other people's ideas

### **Duties/Responsibilities:**

- Greeting and interacting with clients in a friendly, professional, efficient manner
- Schedule appointments and maintain and update appointment calendar
- Keeping clients informed of wait times
- Comforting and reassuring clients in times of duress
- Receiving and managing incoming calls
- Assist in reviewing estimates and clarifying payment options, including processing payments
- Balancing the cash drawer/keeping the daily report up to date
- Obtaining client written documentation, including consent forms
- Relaying basic medical information to clients as directed by a veterinarian or technician
- Assisting the triage process by escalating client emergencies
- Cleaning duties of the lobby, reception area, restroom, exam rooms, and parking lot as needed
- Following hospital safety procedures
- Other duties as assigned

### **Required Skills/Abilities:**

- Intermediate computer proficiency
- Basic arithmetic skills

- Ability to maintain confidentiality
- Excellent organizational, time management, and multitasking abilities
- Personable, empathic disposition
- Capacity to work well during distressing situations

**Physical Requirements:**

- Ability to sit for extended periods of time and walk intermittently
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers Ability to stand for extended periods of time
- The ability to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds with or without accommodation

**Benefits:**

- A choice between two medical plans with prescription drug benefits
- Dental and vision coverage are available
- 401(k) Savings Plan with employer match, including immediate vesting
- Life insurance for yourself, your spouse, and eligible dependents is available
- Paid time off / holidays
- Health Savings Account available
- Short-term disability available
- Supplemental critical illness and accident plans are available
- Uniform allowance
- Employee assistance program

**To Apply:**

<https://recruiting.paylocity.com/recruiting/jobs/Apply/3844613/Vets-Pets/Part-Time-Customer-Service-Representative--Weekends>