

**Customer Service
Representative Lead
Full Time
Options Veterinary Care**



OPTIONS
VETERINARY CARE



Overview: The Customer Service Lead oversees the customer service representatives (reception staff) as well as managing processes to help ensure smooth operation of the clinic.

The Customer Service Lead reports to the Clinic Manager and works closely with the other team members to create a positive environment and ensure quality and compassionate customer service is delivered to clients.

Specific Responsibilities:

- Ensure that customer service representatives perform the following tasks appropriately.
 - Client communication that is timely, friendly, respectful and compassionate.
 - Triage of patient to determine urgency of need.
 - Scheduling and confirming appointments.
 - Maintenance of schedule booking template, monitor appointment booking levels and, ensure booking levels are appropriate.
 - Client check-in and discharge is smooth and efficient.
 - Accurate client and patient record keeping.
 - Flow of information and communications between customer service team, the veterinary team, and management.
 - Appropriate communication with clients about financial assistance programs and payment plans for clients including qualifications and tracking.
 - Timely follow-up with clients on sensitive client service situations
 - Identifying and documenting success stories to be shared with supporters.
 - Maintaining a clean, organized environment in the public areas.
 - Maintaining front desk and supplies.
 - Clear, compassionate communication, coordination that positive relationships with community partners and local rescue groups.
 - Completing end-of-day reports and cash processing.
- Supervise and provide ongoing mentoring of customer service representatives (reception staff) to ensure quality service, as well as establishing their schedules and providing training and performance feedback.
- Contribute to and lead initiatives that improve processes and procedures, including developing and updating a customer service training guide and documentation of all processes and guidelines for staff, in conjunction with the clinic manager.
- Assist with or oversee other projects and help out with tasks in other areas of the clinic as needed.

Specific Qualifications:

- Prior customer service experience, or other related experience.

- A professional demeanor. Maturity is a plus.
- Associate or bachelor's degree. (Strong experience may override this requirement, a high school diploma is the minimum requirement)
- Prior supervisory or management experience.
- Strong organizational skills and attention to detail.
- Experience in creative problem solving and utilizing critical thinking skills.
- Experience serving senior citizens and/or under-resourced communities is a strong plus.
- Experience multitasking in a fast-paced and often stressful environment.
- The ability to treat people and animals with respect and compassion even when they may be challenging.
- 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 and able to learn the clinic software program.
- Knowledge of or the ability to quickly learn about dog and cat care and the ability to identify when urgent medical care is needed.

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 Lead reports to the Clinic Manager and Operations Supervisor.
- Non-exempt, full-time position
- Daily reporting hours and days of the week are typically weekdays, with the potential for working four days, ten hours each OR five days, eight hours each.
- Benefits include: three weeks paid time off (PTO) for vacation, personal, and sick time during the first year of employment; eight paid holidays; and employer contribution toward individual medical, vision, and dental insurance.
- There is no minimum period of employment that is implied or guaranteed.
- Starting 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 optionsveterinarycare.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.