

Customer Service Financial Assistance Coordinator Options Veterinary Care



OPTIONS
VETERINARY CARE



Overview: The Customer Service Financial Assistance Coordinator represents Options Veterinary Care to the public in a friendly and professional manner, assists clients with sensitive conversations to determine financial need and arrange appropriate financial assistance for low-income pet owners, and maintains accurate records in order to provide exceptional customer service. This is a full-time position (40 hours per week, Monday – Friday, eight hours per day) and reports to the Clinic Manager.

Options Veterinary Care is a program of Humane Network, a Reno-based nonprofit organization.

Specific Responsibilities:

- Represent Options Veterinary Care in a friendly, compassionate, and confident manner to the general public, community partners, and coworkers.
- Set a friendly, positive, professional tone for all interactions with clients and potential clients, via phone, email and in person.
- Assist clients who cannot afford needed veterinary care at Options affordable rates through compassionate dialogue to determine their needs and to match them with appropriate financial assistance programs.
- Assist clients with the application process for funding programs and other needs they may have, such as transportation.
- Provide helpful information to clients on basic clinic information and procedures in a courteous manner.
- Assist with gathering success stories and photos for clients in general but with a focus on those receiving financial assistance from community partners or our fundraising efforts.
- Encourage donations and positive social media reviews to support the work of Options Veterinary Care, a nonprofit clinic.
- Between assisting clients with financial needs, assist with other Customer Service Representative tasks, including but not limited to:
 - Scheduling, confirming, and canceling appointments.
 - Answering phone calls and emails in a timely manner.
 - Accurately entering client information and payments and creating end-of-day reports.
 - Preparing, updating, and maintaining patient and client records.
 - Assisting with cleaning the front desk area, lobby, waiting room, and other areas of the clinic as needed. Maintaining front desk equipment and supplies.
- Contribute to and lead initiatives to improve processes and procedures.
- Help out with other tasks and in other areas of the clinic as needed.

Specific Qualifications:

Required

- High school diploma or equivalent

- Two years of experience in customer service or working with the public
- Strong desire to help people, patience and compassion for people as well as animals.
- Strong interpersonal, verbal, and written communication skills
- Experience with Microsoft Office

Desired

- Experience in social services, the veterinary field or related skills
- Basic animal handling skills

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—Working 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 and clinical settings. 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 and bending and lifting up to 40 lbs. with reasonable accommodation.

Terms of Employment:

- The Customer Service Financial Assistance Coordinator reports to the Clinic Manager and works cooperatively with other management staff.
- Non-exempt position
- Part-time or 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 (PTO) for vacation, personal, and sick time, seven paid holidays, and employer contribution toward individual medical, vision and dental insurance. Part-time employees receive prorated PTO and are not eligible for health insurance.
- There is no minimum period of employment that is implied or guaranteed.
- Wage range: \$18 to \$20 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@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.