



Customer Service Supervisor Job Description

Date Completed: 7-8-20

Work Location: VMCLI

Title: Customer Service Supervisor

Department: Clerical

Exempt Status: Non-Exempt

Position Status: FT

Reports to: Client Services Operations Manager (CSOM) , Hospital Administrator (HA), Hospital Supervisor, Owners

Works closely with: CSOM, Client Care Coordinators (CCC), Referral Coordinator (RC), Medical Billers, Triage Assistants, Hospital Administrator, Hospital Supervisor, Clinicians, and Owners

Direct Reports: Client Care Coordinators, Triage assistants

VMCLI's Conformance Statements:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Position Description:

In conjunction with the Client Services Operations Manager (CSOM) & Hospital Administrator, the CSS is responsible for ensuring that high quality client care services are being offered to customers, including but not limited to visitors, veterinary clients, referring veterinarians animals, and staff. The CSS ensures that VMCLI's Customer Service Standards, policies & procedures are being met by all Clerical Personnel alike. The CCS must always maintain a happy and professional demeanor. This person is not only a supervisor but is someone who provides services at the front lines within the practice, acting as a role model to all clerical staff.

Responsibilities/Duties/Functions/Tasks

The following is a list of essential job requirements. This list may be revised at any time and additional duties not listed here may be assigned as needed. Job Functions and Job Responsibilities include, but are not limited to:

Supervision & Performance of Client Services & External Relations

- Ensures that all frontend clerical employees adhere to Customer Service Standards and VMCLI policies & procedures.
- Ensures that the highest quality client services are offered to all clients, visitors, callers, and email inquiries (internal and external) alike.
- Handles Customer complaints under the direction of the CSOM, professionally and finds diplomatic resolutions.
- Upholds and supports quality improvement programs and culture.
- Enhance and uphold the highest customer service standards

- Recognizes outstanding staff performance, initiative, and innovation by informing the CSOM & HA.
- Provides constructive feedback to the CSOM on matters of staff performance in regards to customer care, efficiency and compliance.
- Communicates with the CSOM & HA through regular meetings.
- Instills teamwork amongst the clerical staff and other departments.
- Ensures the Client patient process is a positive and mutually beneficial experience by doing up to and including, keeping clients informed of expected waiting time if there are any delays, quickly understanding the clients needs and initiate the process of meeting those needs, helping clients complete forms, and, last but not least, educating clients on responsible pet ownership.
- Maintains and exhibits a compassionate attitude towards all people and animals at all times.
- Communicates new policies and keeps staff updated regularly on customer service standards and information through written and verbal means.
- Maintains a clean, pleasant and enjoyable environment for all clients, visitors, staff & animals. Upholds clerical dress code
- As required, work with VMCLI staff and administration on a variety of projects
- Maintains positive internal working relationships with all department employees by communicating in a professional manner.
- Ensures that all necessary supplies are stocked and ordered for the front desk.
- Acts as a role model and ensures that all clerical employees answer the phone in a courteous, prompt manner and provides customer assistance on a range of issues from animal admissions, questions about VMCLI services, etc.
- Ensures that voice mail is checked and responded to in a timely manner according to VMCLI's Customer Service Standards.
- Make follow-up calls to clients after services have been provided to see how things are going.
- Ensures that client appointments are being made properly, in conjunction with the CSOM.
- Keeps a positive, cheerful working environment

Animal-related tasks

- Becomes familiar with our clients and patients, as well as any pertinent medical information when necessary.
- Adheres to and supervises employee's compliance of policies & procedures.

Housekeeping/Maintenance

- Verifies that the reception and waiting areas are neat and clean at all times.
- Always maintains personal appearance neat, professional and clean.
- Ensures the Desk is kept stocked, that is neat and clean and that all items are properly labeled (when applicable).

Financial Responsibilities

- Handles monetary transactions with clients and provides receipts accordingly.
- Keeps cash/checks, etc. secure at all times.
- Processes client paperwork, and other necessary paperwork for appropriate departments.

Administration:

- Assists CSOM with payroll time records and modifications for all applicable Personnel
- Assists CSOM Scheduling CCC's and TA's
- Monitoring vacation and sick time for CCC's in accordance with VMCLI policies and procedures.
- Assist CSOM with annual performance appraisals administration and drafting for all CCC's and TA's
- Assist Performance improvement plan administration and drafting

- Ensures proper handling of scheduled appointments
- Assists CSOM with billed accounts and client AR.

Requirements

- High School Degree or equivalent, some college preferred
- Minimum of 5 years supervising experience
- Computer and data entry experience
- Minimum of 5 years in customer service management

Qualifications

- Excellent leadership, teamwork and assertiveness skills.
- Ability to lead and supervise staff, in conjunction with other supervisors.
- Ability to work efficiently with limited supervision.
- Concern and respect for animals and people and a belief in the benefits of strong human/animal bonds.
- Ability to maintain composure and excel in a fast-paced environment while remaining organized and accurate.
- Ability to communicate with the public in a respectful manner, even under pressure.
- Punctuality
- Ability to take initiative and make mature individual and team-based decisions.
- Ability to follow established policies and procedures and demonstrate good judgment in exceptional situations.
- Ability to communicate policies, procedures and guidelines and follow through with implementation, and monitoring results.
- Ability to represent the values of VMCLI by working in a culturally diverse environment and community in a way that fosters understanding and compassion.

Specific Work Requirements

- May need to lift 30 pounds
- Weekend and holidays and schedule flexibility
- Professional attire

Employee Acknowledgement

Print Name

Signature

Date