



Client Care Coordinator Job Description

Date Completed: 1-8-09 **Work Location:** VMCLI

Title: Client Care Coordinator **Department:** Clerical

Exempt Status: Non-exempt **Position Status:** FT / PT

Reports to: Office Manager

Works closely with: Client Care Coordinators, Office Manager, Hospital Administrator, Clinicians, and Owners

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 Purpose

The clinic reception/client coordinator position is the first contact of the clients with the Hospital; this is where first impressions are made. The person in this position must be able to recognize and meet the client's needs, which include feeling welcomed and comfortable, being understood, receiving timely service, being remembered and recognized, and feeling appreciated.

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:

- Recognize and meet client needs.
- Greet clients and patients by name in a friendly manner.
- Make pets feel welcomed at clinic.
- Recognize severe/serious cases in need of immediate attention.
- Keep animals isolated from others when necessary.
- Perform opening procedures such as turning computers on, retrieving messages, returning phone calls, knowing appointments and surgery schedules.
- Make client appointments as well as confirm appointments. This includes making sure the appointments flow easily and the doctor as well as staff will have enough down time for lunch and or breaks as scheduled.
- Answering phones and directing clients to appropriate departments as well as giving approved advice and options for issues and problems.
- Making sure all files are kept neat in alphabetical order and client information is legible as well as current on addresses and phones numbers. Our Doctors must be able access client files as they need them.
- Preparing patient charts for technicians and doctors.
- Keeping all lab work tests and make information that is needed for appointments available to the Doctors so that they can relay the information to our clients.
- Keeping desk and reception area neat and organized, making sure all forms, paper work files, tags and prices lists are out and available for the Doctors, veterinary technicians and veterinary assistants as needed.
- Collecting fees for services, writing up sales slips/receipts, and dismissing patients.
- Doing daily receipts.
- Handling referral letters and mailing to client's regular veterinarian.

Qualifications

- High school diploma or equivalent.
- Excellent customer service and communication skills.
- Excellent phone etiquette and skills, including transfers, paging, putting calls on hold, directing calls to voicemails and taking messages down.
- Computer skills.

- Demonstrate excellent interaction skills with clients and animals in the reception area.
- Ability to work in a team oriented environment and to take/execute directions.
- Ability to handle money transactions accurately and with honesty.
- Sound decision-making and multi-tasking skills while working in stressful environment.

Special Position Requirements/Physical Requirements

- Availability to work on weekends

Preferences

- Service oriented, dedicated, polite, caring, empathetic, organized and trustworthy personality.
- Ability to follow directions with and without supervision and to refer questions and issues to the appropriate personnel.
- Ability to recognize certain behaviors in animals.
- Proficiency in all hospital protocols and invoicing procedures.

Work Requirements

- Reports to Office manager, Hospital administer, and veterinarians.
- Basic typing skills, fundamental knowledge of the alphabet, thoroughness and neatness.

Employee

Acknowledgement/Date_____