



## **Parking Lot Attendant- Curbside Check-in Coordinator Job Description**

**Date Completed:** 4-10-17

**Work Location:** VMCLI

**Title:** Parking Lot Attendant- Curbside Check-in Coordinator **Dept:** Clerical

**Exempt Status:** Non-exempt

**Position Status:** FT

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**Reports to:** LVT, Clinicians, All senior Staff, Reception, Customer Services Supervisor

**Works closely with:** Customer Service Supervisor, LVT's, Client Care Coordinators, Hospital Administrator & Supervisor, 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**

This is an evolving position that would start with client check in and out procedures working curbside as an attendant, with progressive added training to include file preparation, medical records scanning, & clerical/front desk responsibilities once COVID conditionals have stabilized.

The Veterinary Parking Lot Attendant / Curbside Check-in Coordinator provides supportive service to the patrons within the Parking Lot. They are under the direction of the Client Care Coordinators.

### **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:

1. Providing exemplary customer service to all our patrons both within the facility and on the telephone. Being proactive about keeping client wait times to a minimum while keeping them comfortable and supported to insure a positive experience.
2. Greeting clients at their vehicles as they arrive
3. Walkie talkie communication with Client Care Coordinators, Doctors, Technicians, and assistants regarding client/patient arrival.
4. Utilizing a tablet with clinic software, if necessary.
5. Checking clients In curbside, handing out necessary client forms for completion.
6. Medical records preparation, scanning, etc.
7. Progressive training as a client care coordinator as COVID conditions stabilize
8. Basic triaging of medical situations that present within the parking lot, outside tent, waiting room and facilitating medical support from the appropriate personnel. I.e. DVM or LVT or Assistant.
9. Support the general well being of every client and patient you interact with and offer them concern, empathy, and exemplary customer service at all times.
10. Interaction with clients such as greeting them, recording a patient's history, and helping with patients and/or belongings to and from vehicles may be necessary.
11. Offer beverages to the client within the waiting area.
12. Cleaning of all exam rooms, halls, waiting room, desk, phone control room, and restrooms as needed and dictated by your colleagues/ or when cleaning personnel is not available.
13. Other duties include restocking, cleaning coffee station within the exam room.

### **Receptionist responsibilities include, but are not limited to:**

- *Managing a high volume multi-line phone system*
- *Appointment scheduling*
- *Schedule management*
- *Client communication*
- *Patient check in*
- *Client financial transactions*

- *Processing Care Credit and in house payment plans*
- *Utilization & management of Infinity software*
- *Client education & services*

Additionally, this may include, but is not limited to taking histories, comforting the patrons and patients, setting up the exam rooms with clients as requested, helping clients negotiate financial issues, Care Credit applications, going over basic estimates when needed, cleaning the waiting room, halls, and exam rooms as necessary when facilities staff is off shift or ill, offering coffee, water, tissues, ect. to tend to the needs of the patrons and patients. Assessing client wait times and being aware of patrons within the parking lot, triage tent, and eventually, exam rooms, who are still waiting on services, estimates, or clinicians.

### **Qualifications**

- Ability to interact with the public
- Organized
- Flexible
- Works quickly
- Works well with others and understand the team approach
- Is kind and compassionate
- Needs to be able to keep a clean uncluttered environment
- Able to follow directions
- Patience
- Is neat, clean, and Adheres to all VMCLI uniform codes and policies

### **Special Position Requirements/Physical Requirements**

- This position requires the ability to walk, bend, stand, lift, reach, stoop, carry, push and pull for at least 8 hours a day.
- Lifting of packages and large bags of food 25-40 lbs
- Ability to speak and hear sufficiently to understand the job
- Ability to write neatly and communicate with others
- Visual acuity sufficient to maintain accurate records
- Ability to attend staff meetings and training classes
- Ability to understand the needs of the animals
- Own transportation

### **Preferences**

- Excellent Communication skills, Compassion, Customer Service, Cleanliness, and Care are all paramount qualities for this position.

- Individuals with a willingness to learn, the ability to pick up new tasks quickly and to multi-task as well as have a strong work ethic.
- Knowledge of Impromed computer software a plus.

**Work Requirements**

This is a very physical position and it involves a lot lifting and holding of animals of all sizes.

Employee

Acknowledgement/Date\_\_\_\_\_