



## **CLIENT CARE PROFESSIONAL JOB DESCRIPTION**

### **JOB SUMMARY:**

The CCP upholds client relations by continuously interacting with our clients. They receive and greet visitors and callers to the practice and properly direct the client. CCPs maintain the appointment schedules for the practice in addition to scheduling appointments. Duties will include but are not be limited to maintaining accurate medical records, clerical work, client education, promotion of hospital products and services, and support of all team members. Other responsibilities include but are not limited to daily receipt and cash balancing, admitting and discharging patients, and collecting payments. This position requires a practical knowledge of the hospital's procedures, policies and services; client and patient treatment protocols; word processing, data entry, and the standard procedures associated with Avimark software; terminology used in the veterinary hospital.

### **ESSENTIAL JOB FUNCTIONS:**

1. Provides excellent customer service to clients. Receive and greet visitors and callers to the practice and assist as per established protocols. Operate telephone system to receive and process incoming calls following established procedures. Schedule appointments, grooming, boarding, and surgeries and maintain all appointment schedules for the practice.
2. Call to confirm appointments for the next day. Call to follow-up with clients following a treatment or procedure. Educate clients on our basic products and services. Provide clients with pre-appointment and pre-surgical recommendations (i.e. fasting prior to appointment)
3. Maintain client records and files in Avimark software. Update client files and information. Review charts for thoroughness and accuracy for all discharged patients. Prepare invoices. Perform close of business Avimark software back-ups. Prepare all required forms including client registration forms, clinical records, health and immunization certificates, laboratory reports, and euthanasia certificates.
4. Collect and process payments. To include: making change, processing credit cards, and counting the cash box. Ensures all balances are accurate. Maintain the end of day financials.
5. Admit and discharge patients or delegate admittance/discharge following established procedures. Collect specimens that clients bring in for laboratory analysis to include labeling, entering in patient chart, and deposit in the appropriate laboratory area for interpretation.
6. Market the practice to prospective customers as well as to established clients. Promote practice protocols through client education using the appropriate terminology. Must be well-versed in the subjects of parasites, vaccinations, routine surgeries, heartworm and flea prevention.
7. Assist with cleaning dog and cat kennels/cages, walking dogs, medicating animals as instructed.

### **EDUCATION AND EXPERIENCE:**

1. High school diploma, or general education degree (GED);
2. One (1) year experience in a business office setting in a clerical or administrative positions;
3. An equivalent combination of education and experience.