



## **Customer Service Representative**

### **About Wilson Veterinary Hospital:**

Wilson Veterinary Hospital is a privately owned, two times AAHA accredited small animal hospital. We provide general practice services, ER/ Urgent Care services, critical care/ hospitalization, soft tissue, orthopedic, arthroscopic and laparoscopic surgeries, Vimago CT scanner, ultrasonography, endoscopy and small rigid scoping abilities, certified rehab technicians with underwater treadmill. We also have chiropractic care, acupuncture and radioactive medicine (Synovetin OA). Once a month a boarded cardiologist visits. The original owner (Dr. John Wilson, DVM, DACVP) believed in affordable, complete veterinary care for everyone. We have strived to continue this service. The current owners are moving the practice in a positive direction by continuing the long-standing tradition of quality care at affordable prices, while promoting a positive work environment that is dedicated to our employees' work-life balance.

**Reports to:** Customer Service Representative Manager

**Hours:** Full Time

### **Position Summary:**

The ideal candidate for this position will perform record keeping duties, clerical duties related to patient care and treatment and to provide miscellaneous support to the veterinary care team. These service functions include, but are not limited to, reception (visitor & telephone), maintenance of records, accounts maintenance, cashing processing, data entry, word processing and mail service. This position requires a practical knowledge of hospital organization and services.

### **Essential Functions:**

- Interacts with customers via telephone, email, online chat, or in person to provide support and information on products or services.
- Collects and enters orders for new or additional products or services.
- Fields customer questions and complaints; when the issue is beyond the representative's knowledge, forwards to the assigned specialist or other appropriate staff.
- Ensures that appropriate actions are taken to resolve customers' problems and concerns.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Performs other related duties as assigned.

### **Position Qualifications**

- Attention to detail - Accomplishes tasks by considering all areas involved, no matter how small; shows concern for all aspects of the job; accurately checks processes and tasks; is watchful over a period of time.



- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.
- Ensures high - quality output - Vigilantly watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action - Initiates action to correct quality problems or notifies others of quality issues as appropriate.

### **Interpersonal Relations:**

Exhibits acceptable standards of professional conduct. Listens carefully. Develops and maintains positive working relationships with all team members.

- Diplomacy - Extends consideration to co-workers and clients at all levels.
- Maintains confidences - Handles confidential information without breaking trust or confidences. Is seen as a trusted and discrete team member.
- Respect and professionalism - Demonstrates clear, professional, and respectful communications in all interactions, consistent with an inclusive work environment. Treats others with dignity and respect.
- Conflict management - Resolves conflict effectively and respectfully.
- Time Management - Effectively manages one's time and resources to ensure that work is completed efficiently.
- Prioritizes - Identifies more critical and less critical activities and tasks; adjusts priorities when appropriate.
- Makes preparations - Ensures that required equipment and/or materials are in appropriate locations so that own and others' work can be done effectively.
- Schedules - Effectively allocates own time to complete work
- Leverages resources - Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently.
- Stays focused - Uses time effectively

### **Skills & Abilities:**

- Education: High school diploma or equivalent.
- Experience: Customer Service or equivalent experience required.
- Computer Skills: Impromed, Microsoft Office, and Microsoft Outlook.
- Ability to perform lifting (up to 50 pounds) and repetitious physical activity.
- Prolonged periods sitting at a desk and working on a computer.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.



- This position is required to be onsite; 8 hour shifts.

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this position description and/or assign tasks for the employee to perform, as the Company may deem appropriate.