



Client Service Representative (CSR)

Job Description

The primary role of a Client Service Representative (CSR) is to provide superior client service. A CSR is responsible for making a positive, lasting impression on our clients; you are the first and the last person a client interacts with. It is imperative that clients have a positive experience with us, from start to finish.

Essential Duties and Responsibilities

- Provide top-notch customer service by making customer service a priority
- Ability to assess critical vs urgent visits; triage skills
- Be attentive to client and patient needs
- Identify and work compassionately with clients in various emotional states
- Work patiently with distressed, frustrated, or disgruntled clients
- Ensure a professional and courteous attitude toward all clients and team members
- Answer and triage phone calls from clients
- Check clients in and out for inpatient and outpatient services
- Monitor client flow from check-in to discharge
- Keep clients and team members informed of wait times
- Handle patient follow up calls
- Manage record requests from clients and between other hospitals and specialty referral practices
- Knowledgeable about common medications used and dispensed
- Knowledgeable of breeds and common ailments of dogs and cats
- Knowledgeable of most common services and procedures found in emergency practice
- Understand basic medical terminology
- Provide client education
- Review invoices and process payment transactions
- Reconcile cash drawer and process all transactions with appropriate closing procedures
- Prepare client correspondence (respond to emails, send sympathy cards, etc.)
- Prepare outgoing mail and sort/distribute incoming mail
- Keep records updated; maintain proper and accurate documentation in computer and paper medical record
- Prepare initial patient records and enter information into electronic record with accuracy
- Relay appropriate information to/from clients to doctors and/or management
- Computer skills: Able to use Windows based computer systems, word processing, email, web search and other skills needed to effectively use the practice management software program
- Operate other office equipment such as fax, copier, and scanner

- Assist in cleaning the hospital including but not limited to keeping reception desk area and lobby tidy, clean and sanitary, taking out the trash and recycling, cleaning floors, exam rooms, bathrooms, and/or break area if needed
- Make sure front office area is stocked appropriately with office supplies/materials; notify supervisor or inventory manager if anything needs to be ordered
- Attend and participate in all required hospital or department meetings
- Assist all team members as needed to maintain a highly collaborative work environment
- Follow all safety protocols, policies, and procedures

Skills and Basic Qualifications

- High school diploma or GED
- At least one (1) year customer service job-related experience, preferably in a veterinary practice
- Critical thinking and problem-solving skills
- Strong communication and interpersonal skills
- Is flexible and adaptable; able to keep composure and focus with changing priorities
- Ability to do basic math without the aid of a calculator
- Must be able to spell correctly and write legibly
- Highly confidential, trustworthy, and able to follow up and follow through with commitments
- Experience in, or an aptitude for providing excellent client service
- Has a positive, energetic, and upbeat personality
- Self-directed, motivated, and organized
- Accountable, punctual, and dependable
- Takes initiative and able to manage time well
- Provide and receive constructive feedback from others
- Attention to detail and thorough with all work assignments
- Can work a flexible schedule, including weekends and holidays

Physical Requirements

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously
- Ability to sit or stand for long periods of time and to move constantly throughout the workday
- Ability to bend, kneel, crouch, and climb
- Ability to use arms, hands, and fingers
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 40lbs
- Strong sensory skills such as visual acuity and good hearing
- Ability to work in a quiet to moderately noisy environment

Occupational Hazards

- May be exposed to hazards such as:
 - Medical, chemical, biological, and normal pet waste; loud noises, bites and scratches

Reports to: CSR Supervisor

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

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