

## JOB DESCRIPTION

# CLIENT CARE REPRESENTATIVE



### Welcome

ACCESS Specialty Animal Hospital – Palm Beach County is one of the most advanced, inclusive, and progressive veterinary multi-specialty referral hospitals in Southern Florida. Built on a foundation of exceptional medicine and compassion for people and their pets, we strive to provide a superior level of care in a professional, friendly and supportive environment. We are growing and looking for like-minded people to work with us. There are lots of opportunities for your career growth and development at ACCESS. We are always in need of compassionate team members. So, if you want to make a difference by delivering exceptional medicine in often demanding circumstances, we'd like to hear from you!

### Requirements

- Provide exceptional customer service to all people who enter the hospital
- Be a representative of the hospital's Principles of Quality, Integrity, Compassion, and Service at all times
- Handle phone call overflow

### Duties and Responsibilities

- Greet and welcome all clients and visitors into the hospital, providing comfort options such as food and beverage
- Be knowledgeable of the status of all clients waiting in the lobby areas, including who the patient is, what doctor they are seeing, and where they are in the process of the visit
- Create complete and accurate patient charts, including all necessary records, patient information, and client contact information
- Handle all financial transactions accurately, including deposits, cash drops, payments, and credit options for clients. Have knowledge and understanding of hospital billing practices
- Perform opening and closing routines within the front desk to ensure smooth operational running throughout the day, including counting cash, financial closing of reports and terminal batching when scheduled
- Route all incoming information, including emails and faxes, to the appropriate locations within the hospital
- Schedule appointments for clients within the parameters of the individual doctor guidelines
- Route radiographs (digital and hard copy) appropriately

through the hospital, including accepting transfer radiographs from primary vets and returning them to the originating hospital

- Provide compassionate, caring support to clients during the euthanasia process, including handling financial transactions expeditiously and arranging for final care options for remains
- Arrange with the Lab and Pharmacy Coordinator to have prescriptions refilled in a timely manner after obtaining doctor approval
- Make notes in patient files of all relevant phone or in-person conversations with clients
- Maintain a clean, functional, and organized front desk work area by refiling all charts promptly and organizing any incoming or outgoing information
- Keep all exam rooms and the lobby area tidy, organized, and stocked.
- Handle other assigned projects when requested

### Qualifications

- Excellent customer service skills,
- Proficient in computer and phone usage
- Competently speak and write the English language
- Know the range of services the hospital provides and the species it treats
- Ability to learn appropriate medical terminology/knowledge

### ACCESS – Palm Beach County is an Equal Employment Opportunity (EEO)

ACCESS Specialty Animal Hospitals provides equal employment opportunities to all employees and applicants in all company facilities in accordance with applicable federal, state and local laws. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.