

~ Client Relations Assistant ~

INTRODUCTION

The purpose of this position is to serve as receptionist at Braelinn Animal Hospital performing record keeping duties, clerical duties related to animal patient care and treatment, and providing miscellaneous support to the veterinary practice manager and staff of Braelinn Animal Hospital. This position requires a practical knowledge of Braelinn Animal Hospital organization and services, the basic rules and regulations governing visitors and animal patient treatment, data transcribing, word processing, and a practical knowledge of the standard procedures, veterinary records, and terminology used in the hospital.

MAJOR DUTIES

- Receive telephone and personal callers, screen those, which would be handled by other staff members and take care of routine calls. The routine calls include those seeking information about veterinary services. Provide knowledgeable sub-professional advice concerning the care and treatment of animals. Create value in services to potential and existing clients.
- Intra-Staff Relations: Promotes cooperative working environment. Understands the value of teamwork and shows enthusiasm and willingness to perform as necessary to help the hospital function as a unit.
- Follow established Braelinn Animal Hospital policies and procedures in referring clients for immediate treatment of their animals when requests are accompanied by complaints of acute symptoms. Determine nature of injury/illness of the animals; use a variety of techniques to reassure distressed pet owners. Determine whether immunizations/tests are current. Recommend update of necessary immunizations/tests to clients.
- Schedule appointments for the appropriate area after obtaining all necessary data concerning the animal and owner. Prepare all required forms such as animal clinical records, health certificates, immunization certificates, laboratory reports, and euthanasia certificates, in advance of appointment, if possible.
- Review charts of patients being discharged from the clinic for completeness of information and make new appointments, or note changes in patient status as necessary. Assure that owners meet all financial obligations or that acceptable arrangements have been made.
- Collect client fees, make change, imprint credit card charge forms, assist in making count of cash box.
- Perform over-the-counter selling of specialty merchandise comprised of animal grooming aids and veterinary sundry items. Exercise a technical knowledge of products sold and demonstrate salesmanship abilities. Explain and demonstrate products, answer questions concerning products, record sales slips, make change, and wrap/bag merchandise. Exercise a technical knowledge of products.
- Fill veterinary prescriptions with appropriate medication, provide routine instructions to owners concerning Rx for medications. Collect laboratory specimens from pet owner's -match with clinic card and provide to animal health technicians.

- Assist in update of client files; prepare and mail thank you cards and "welcome aboard" cards. Follow-up with clients when clinic records indicate no recent visits; determine whether other veterinary facilities have been used, or whether client still owns animal(s),
- Initiate new programs, market Braelinn Animal Hospital services through public relations campaigns, establish in-service training for staff. Promote internal marketing programs to increase client/patient visitation rate. Maintain, oversee or perform all reminder programs and client correspondence.
- As required, enter data directly into the computer system; retrieve and modify stored records. Follow a specified sequence of steps to activate the terminal and to respond to specified operating signals or data rejections.
- Works under the direct supervision of Practice Manager who indicates general assignments, limitations, and priorities. Recurring assignments are performed independently. Deviations or unfamiliar situations are referred to the manager. Completed work is reviewed for technical accuracy, and compliance with established procedures.

OTHER SIGNIFICANT FACTS

Skill And Knowledge

- Knowledge of Braelinn Animal Hospital procedures and operating instructions for making appointments, assembling animal patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of veterinary medicine to accurately record results of tests and file veterinary medical reports according to alpha, numeric, or subject matter headings.
- Personal contacts are with animal owners, affected by a variety of problems, visitors, and other staff members. Considerable tact and diplomacy is required. Must accurately relay owner's account on the medical complaint(s) of the animal(s) involved to the Braelinn Animal Hospital staff members who will be involved in treating the patient(s).