

Job Title: Clinic Services Client Service Associate



Reports To: Clinic Services Practice Manager

Schedule: Monday – Friday

FLSA Status: Non-Exempt

Type: Full Time

Summary: Responsible for office duties for the Clinic Service Department- includes the Spay/Neuter Clinic and Essential Care, the basic wellness vaccine clinic.

Essential Duties and Responsibilities Include:

- Answering phones: All phone calls should be answered live. Check the voicemail line periodically throughout the day and prioritize the order of return calls. During the weekday, all voicemails should be returned within 24 hours of being received
- Data entry: attention to detail is required; you will be entering client and patient information into our database, along with transcribing doctors' notes. Careful data entry is crucial to the role. At the end of each month, file charts as necessary.
- Professionalism is expected at all times. You are the first point of contact for our clients and should represent HSC with positive image.
- Excellent customer service skills and eagerness to represent HSC's mission "to champion the wellbeing of companion animals and strengthen their bond with the people who know, love, and need them".
- Assessing emergency visits: Ask questions and provide listing of emergency vets in the area.
- Daily deposit: Try to collect payments from clients during check-in when possible; complete as much of the deposit as possible in the morning; double check for accuracy and take deposit to accounting same day
- Preparing go-home sheets for public and transport partners (make sure paperwork and dog medications go with transport driver)
- Responsible for greeting walk-in clients and answering telephone calls, returning messages within one business day
- Check spay neuter and personal HSC email daily and send appropriate replies
- Send out applications for spay/neuter surgeries or refer to Humane Society of Charlotte website if possible
- Responsible for scheduling of all appointments for surgery, including other organizations determined by the CEO, VP of Clinic Services, or Clinic Services Practice Manager and Humane Society of Charlotte animals and filling out all necessary paperwork in a timely manner
- Ensure all necessary office supplies are on hand and place appropriate orders through the Office Coordinator
- Ensure that correct and complete paperwork is sent to Charlotte Mecklenburg Animal Control as required and performs various clerical tasks as requested by the Clinic Services Practice Manager
- Attends monthly Humane Society of Charlotte staff meetings
- Files patient records appropriately
- Discharges all animals to their owners, explaining clearly and completely all post-surgical writing

instructions

- Cleans lobby mid-day and prior to closing, including ensuring all trash has been removed
- Provide excellent customer service to all visitors and clients
- Assist in Community Cat trap rental and inventory management
- Performs special assignments and other duties as assigned when necessary

Volunteers

- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.
- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; train volunteers to assist department.

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Preferred: one year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
- Working knowledge of MS Office, database management software, and web software preferred
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework
- Goal oriented, committed to excellence and results
- Strong interpersonal communication skills required, as well as a high level skill in written and verbal communication
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels
- Comfortable interacting with dogs and cats

Physical Demands:

- Must be able to lift/move up to 25 lbs.