

Job Title: Bilingual Client Service Associate

Reports To: Clinic Services Practice Manager

Type: Full-Time

Schedule: Monday - Friday

FLSA Status: Non-Exempt

Summary:

The responsibilities for this role encompass duties related to both spay/neuter surgeries and the essential care clinic. As a Bilingual Client Service Associate, you play a critical role in the daily operations as the first and last point of contact for clients and their pets, ensuring an organized flow of scheduled appointments and balancing multiple priorities at a time. Quality customer service, organizational skills and eagerness to assist our community without judgement or bias, is vital to this role to order 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".

Essential Duties and Responsibilities:

- Answer incoming phone calls promptly and professionally, ensuring all inquiries are addressed in timely manner.
- Regularly check and prioritize voicemails, returning calls within 24 hours on weekdays.
- Maintaining the SpayNeuter email and ensuring all emails are handled and responded to in a timely manner.
- Responsible for greeting all clients as they walk in and getting them checked in for their appointments promptly.
- Provide knowledgeable responses to client questions and concerns, ensuring accurate information is conveyed.
- Translating all information, including medical information, to Spanish speaking clients to improve client and patient care.
- Responsible for scheduling and reviewing of all appointments for surgery and wellness clinic.
- Data entry and input of client and patient information into our database with a high level of attention to detail.
- Transcribe and maintain accurate records of doctors' notes and treatment plans.
- Ensure all medical notes and service items are on invoices prior to check out.
- Process client payments, including cash, credit, and insurance transactions.
- Ensure accurate financial reconciliation at the end of each day, balancing the cash register and documenting discrepancies, if any arise.
- Staying up to date with our current grants and subsidies and assisting our clients who need financial assistance regardless of income level or background.
- Assist in community cat trap rentals and ensure inventory and tracking rentals.
- Ensure all necessary office supplies are on hand and place appropriate orders as needed through the Practice Manager.
- Ensure that correct and complete paperwork is sent to Charlotte Mecklenburg Animal Control as required.
- Attends monthly Humane Society of Charlotte All Staff Meetings.
- Maintain and clean the Clinic Service lobby and CSA desk prior to closing.
- Performs special assignments and other duties as assigned when necessary, as determined by the CEO, Director of Clinic & Community Services, Clinic Services Practice Manager and Humane Society of Charlotte.

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:

- **Required:** Fluency in both English and Spanish language.
- **Preferred:** Familiarity with veterinary terminology and practices.
- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals and people in our community.
- Working knowledge of MS Office, database management software, and web software preferred.
- High-level of attention to detail is crucial to success in this role.
- Self-motivated, goal driven, well organized, 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.
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment.
- Must be comfortable interacting with dogs and cats.
- Must have a reliable mode of transportation.
- EOE

Work Environment:

- Exposure to high noise levels.
- Risk of exposure to zoonotic disease in shelter environment.
- Exposure to fumes or airborne particles and toxic or caustic chemicals.

Physical Demands:

- Must be able to lift/move up to 10 lbs.