

Client Care Coordinator (CCC)

Job Description Template

POSITION OVERVIEW

Reports to: Veterinarians, Practice Managers, Owners

The purpose of this position is to serve as client care coordinator at Animal Center for Emergency and Specialty (ACES) , and to meet client needs with a professional, cheerful, and helpful attitude. The CCC will perform record keeping duties, perform clerical duties related to animal patient care and treatment, and provide miscellaneous support to the veterinary practice manager and health care team.

Must maintain a professional, cheerful, and helpful attitude and be willing to adapt to changing priorities. A strong sense of leadership and willingness to mentor others is required.

An employee in this position must have a sense of caring for animals, be able to lift approximately 50 pounds, work on feet all day, and read and understand English.

This position requires the ability to adapt to changing priorities, a practical knowledge of hospital organization and services, the basic rules and regulations governing animal patient treatment, work processing, and a practical knowledge of the standard procedure, veterinary records and terminology used in the hospital. The responsibilities may vary with current needs of the hospital team, the season of the year, and the individual abilities demonstrated by the employee. This is an overview of the position and the duties listed do not encompass the entire position. The client care coordinator is under the direct guidance and supervision of the Practice Manager and the Veterinarians.

POSITION REQUIREMENTS

- Previous customer service and/or veterinary experience preferred but not required
- HS Diploma or equivalent

PRIMARY JOB RESPONSIBILITIES

- Open and close the practice based on clinic protocol
- Provide friendly and quality customer care to the patients and clients
- Welcome clients and patients to the practice with a warm and friendly demeanor and provide for their comfort while they are in the practice. This includes greeting clients, and offering coffee, cookies and/or candy. Maintain an up-to-date magazine selection in the waiting area.
- Check in and check out clients in a timely fashion.
- Receive incoming calls, screen those that should be handled by other health care team members and complete routine calls.

- Provide knowledgeable sub-professional advice concerning the care and treatment of animals, including questions regarding hospital services, fees, animal care, and treatment in accordance with hospital policies. Appropriately direct other questions and communication to a veterinarian technician, practice manager or veterinarian.
- Familiarity with the phone triage chart in order to appropriately schedule patients, and reassure clients as necessary.
- Schedule appointments after obtaining all necessary data concerning the patient and owner. Prepare all required forms such as new client forms, consent forms, and euthanasia forms in advance when possible.
- Follow hospital policies regarding patient admittance.
- Notify technical staff of patient arrival. Relay all necessary information to the doctors and technicians.
- Check out clients and make any follow-up appointments necessary. Ensure that future reminders are set up in the computer system for the patient.
- Collect client fees, make change, process credit card transactions and assist in the count of cash drawers.
- Ability to clean and sanitize exam rooms and public areas to ensure a safe, sanitary environment for the patients.
- As required, enter data into the computer system, retrieve and modify computerized records. Troubleshoot any error messages or issues with computers.

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to bend, stand, stoop, walk, sit, talk and listen; will use hand to manipulate, handle or feel; will reach with hands and arms. The employee must be able to occasionally lift and /or move up to 50 pounds.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; infected animals; controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases. This is not an exhaustive list.