

# ACCESS

## Specialty Animal Hospitals

ACCESS Specialty Animal Hospital is looking for organized, outgoing, and caring Client Care Representatives to join our team.

Client Care Representatives are the face of ACCESS; a CCR is responsible for the first and last interactions with our clients. They prepare paperwork for patient arrival, care for the client/patient during check in process, maintain patient records, and guide the client through the discharge/check out process including handling financial transactions. They are also responsible for maintaining our lobby space and exam rooms to serve our clients.

Job Specifications: All interested applicants should show a commitment to Quality in all of that they do, conduct themselves with the utmost Integrity, have Compassion for animals and humans alike, and be able to provide the best Service possible for our clients and patients. These attributes ensure the candidate will be an efficient, effective, professional, and positive team member. Care for every patient as if they are your own pet and each client as if they are your family member.

- Minimum two year experience in a customer service role
- Experience in a medical setting preferred, veterinary is ideal
- Must be able to multi-task and think fast
- Must exhibit a high level of customer service in stressful situations
- Must be able to read, write, and speak English fluently in a clear and audible voice
- Must be comfortable working with business related computer software as well as Microsoft Office Programs (Word and Excel)
- Schedule Flexibility is needed due to the 24 hours, 365 day operation of the hospital Additional Preferred Job Specifications for Phone Operators
- Minimum one year experience handling a large volume of telephone calls
- Experience in a call center
- Experience discerning incoming caller's needs and routing appropriately
- Medical (human or animal) call routing is a plus

#### Physical Requirements

- May need to stand and walk around the hospital for an extended period of time to facilitate client care
- Must be able to sit for an extended period of time
- Must be able to lift objects up to 10-15lbs, such as office materials, patient files, and small animals
- Excellent hearing and listening skills required
- Continuous typing is required
- Must be able to bend, kneel, and reach in order to troubleshoot computer, phone, and multi-functional device problems

Please submit a cover letter and resume, including a paragraph about why you like veterinary medicine, to [careers@accessvets.com](mailto:careers@accessvets.com).