

ACCESS

Specialty Animal Hospitals

ACCESS Specialty Animal Hospital is looking for organized, compassionate, and eloquent Phone Operators to join our team.

Phone Operators (Phone Operator is a sub role of our Client Care Representatives) Responsible for directing calls to the appropriate person. Our phones are answered 24hrs a day by a live person. Responsibilities may include answering patient emergency calls, making appointments, taking messages, prescription refills, and handling general client inquiries.

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.

Job Specifications

- Minimum one year experience handling a large volume of telephone calls
- Experience in a call center is preferred
- Experience discerning incoming caller's needs and routing appropriately
- Medical (human or animal) call routing is a plus
- 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 required including the ability to work evenings, weekends, and holidays if needed due to the 24 hour, 365 day operation of the hospital

Physical Requirements

- 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 and patient files
- May need to stand and walk around the hospital for an extended period of time to facilitate client care
- Excellent hearing and listening skills are required
- Continuous typing is required
- Must be able to bend, kneel, and reach in order to troubleshoot computer, phone, and multi – functional device problems

Interested applicants should submit a cover letter and resume detailing experience specifically with heavy phone call volume, to careers@accessvets.com