

## JOB DESCRIPTION

# CLIENT CARE SHIFT SUPERVISOR



**ACCESS**  
Specialty Animal Hospitals®

### Welcome

ACCESS Specialty Animal Hospitals are some of the most advanced, inclusive, and progressive veterinary multi-specialty referral hospitals in Southern California, with plenty of opportunities for your career growth and development. While we offer benefits normally associated only with large hospitals, our specialty culture nurtures a collaborative team environment that is the envy of many. **ACCESS is opening our newest, cutting-edge specialty animal hospital in Pasadena and we are looking for experienced Client Service Representatives who love people who love animals.** Want to make a difference delivering exceptional service in often demanding circumstances, please read on!

### Requirements

- Provide primary point of contact through which all client care questions, comments, concerns, and issues can be handled
- Decrease the time spent by Client Care Representatives replicating responsibilities or missing duties by providing oversight for all employees in the moment

### Duties and Responsibilities

- Oversee the individuals working on any given shift to ensure their work product is excellent
- Creates the daily task assignment list for all Client Care Representatives
- Review any client / doctor issues that come up in the moment to allow for expedient and satisfactory resolution
- Maintain flow of the check in / check out process by assigning check in and discharge processes to Client Care Representatives
- Reviews and rounds Client Care Representatives throughout the shift on the status of clients in the waiting area, as well as for outpatients
- Round with doctors and their assistants from each department at the end of their shift to see if any specific issues occurred with individuals or situations, in an effort to improve communication and service
- As assigned by the Client Care Manager and / or Client Care Assistant Manager, trains staff in various areas of client service and operational systems
- Communicate with the Client Care Manager and Client Care Assistant Manager at the end of each shift to make recommendations for improvement in system and operational flow
- Responsible for upholding the spirit of ACCESS by handling all necessary tasks that require attention

### Qualifications

- Must have been a member of the Client Care Representative

### To Apply

Please email your resume and with a brief introduction that helps us get a sense of why you want to work with ACCESS, how you think, and what you care about.

**Email to: [APcareers@accessvets.com](mailto:APcareers@accessvets.com)**

### ACCESS is an Equal Employment Opportunity (EEO)

ACCESS Specialty Animal Hospitals provides equal employment opportunities to all employees and applicants in all company facilities in accordance with applicable federal, state and local laws. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.