

845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: Medical Customer Care Specialist

REPORTS TO: Medical Operations Director

GRADE LEVEL: Experienced

HOURS: Up to 40 hours; this position may have varying working hours including the ability to work evenings and weekends as needed including Saturdays and Sundays

CLASS: Hourly; salary commensurate with experience

SCOPE OF POSITION

Medical Customer Care Specialists support the Healthy Pet Clinic through providing outstanding customer service, counseling, and education to the general public regarding the Humane Society of Northeast Georgia's (HSNEGA) services and programs. Provides Healthy Pet Clinic (including wellness and spay/neuter services) administrative support, greets and directs visitors, and provides clerical duties as assigned including data processing, answering phones, and scheduling appointments.

Customer Service

- Greets guests entering HSNEGA with friendly disposition, directs clients to correct destination/staff, and accurately answers questions from public and customers.
- Complies with and supports all HSNEGA policies, procedures, and protocols.
- Fields general inquiries from the public, always maintaining a calm, courteous and respectful manner.
- Assists the public with Wellness Clinic services offered through the Healthy Pet Clinic including check in/out and counseling on services provided.
- Assists with taking spay/neuter appointments, processing deposits, entering appointments into IDEXX, and assisting with check in/out.

Internal Communications

- Advises appropriate staff about animal medical or behavioral concerns.
- Advises appropriate staff about customer service and/or personnel issues in a discreet and professional manner.
- Answers questions from other staff and volunteers in a calm and courteous manner.
- Communicates effectively and completely on all documentation.

Administrative

- Assists with compiling and maintaining accurate files on all animals.
- Processes Healthy Pet Clinic clients including scheduling, data entry, and general administrative process and flow through.
- Answers multi-line phone system promptly and professionally, routing calls to the appropriate personnel and providing general information to the public as needed.
- Checks organizational voice mail in a timely manner and distributes messages/forwarding calls as needed to the appropriate recipient.
- Enters and maintains proper documentation on all client and animal records. Provides accurate and thorough
- Data entry and paperwork, including memos and addendums as needed.
- Checks daily for follow-ups on any pending issues.
- Assists with opening duties and closing duties, including daily financial reconciliation.

Patient Intake/Dismissal

- Checks in patients during morning intakes with the assistance of other team members including explaining the surgery process to pet owners, and collecting required paperwork and ensuring it is properly completed.

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- Oversee/assist with completion of paperwork for each day's clients/patients in conjunction with the CCSC and clinical staff.
- Assists with spay/neuter appointment setting and ensures correct record-keeping for all clients in IDEXX Neo.
- Participates in afternoon dismissal of patients with the assistance of other team members including explaining recovery instructions, collecting monies, and properly completing paperwork.
- Works closely with CCSC to ensure daily cash outs and money handling are done efficiently, honestly and on time. Adheres to all cash management Standard Operating Procedures (SOPs).

Wellness Clinic

- Safely and humanely administer medications (via injection and orally), vaccinations (via injection and orally), screening tests (via blood draw) and microchips to public, owned animals within the scope of HSNEGA's standard operating procedures.
- Efficiently and kindly communicating with clients to obtain history, discuss wellness services, and care for their animal.
- Exceptional animal handling skills and confidence in the ability to handle aggressive animals safely.
- Maintain accurate and detailed medical records.
- Working knowledge of vaccinations, flea/heartworm prevention, and basic animal husbandry.

Other Duties

- Ensures the cleanliness and organization of assigned work area including daily removal of trash and clutter and restocking of supplies.
- Oversees the ongoing cleanliness of the Healthy Pet Clinic (eg. waste removal, sweeping, etc.). Employs proper disinfection techniques and animal handling to limit potential disease transmission.
- Reports any broken or damaged equipment in a timely manner.
- Assists with general cleaning as needed.
- Handles all animals in a safe and humane manner.
- Flexible with scheduling.
- Strive to remain current on best practices in animal health and sheltering/kennel operations to ensure staff is performing duties accurately and HSNEGA is in compliance. Recommend and implement changes to ensure the optimal operation of the kennel areas.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in specific job description.

Physical Requirements and Work Environment

- Regularly sits at a computer station and operates electronic equipment.
- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Must be able to successfully handle routine and difficult public contacts.
- Must be able to deal with an often fast paced and changing workload which at times can be stressful.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals and be able to tolerate noxious odors and high noise levels.
- Must be able to safely lift and carry up to 50 pounds repeatedly throughout the day with help.
- Must be able to work standing for 6 or more hours and be able to bend/kneel repeatedly and have reasonable degree of agility to move through tightly cramped areas in various situations.
- By nature of the industry, consistently exposed to animals/animal allergens under conditions with limited alternatives available. There also may be occasional exposure to dead, sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.

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Knowledge, Skills and Abilities

- High school or equivalent education with advanced training or experience preferred.
- **Bilingual (Spanish-speaking) preferred.**
- Computer skills required.
- Excellent customer service, time management, and communication skills.
- Understanding of animal welfare, basic veterinary medicine, and animal handling skills a plus.
- Valid driver's license and a good driving record.
- Ability to communicate clearly and concisely, both orally and in writing.
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- Sound judgment and ability to exercise complete discretion when dealing with confidential information.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship

Humane Society of Northeast Georgia provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.