

Client Services Representative (CSR)

Full-Time (4 10-hour days per week)

El Dorado Hills, CA or Folsom, CA (Greater Sacramento area)

Target hiring range \$18 to \$22 per hour (depending on qualifications) plus exceptional total compensation package!

Are you looking for a place where you can learn and grow while being acknowledged for your outstanding reception, customer service and Microsoft Office skills and abilities?

Who we are:

Animal ONE® is a 100% employee-owned veterinary group (with two local hospital locations) where you can be successful, create happiness, advance your career, and build wealth! We are looking for an experienced Client Services Representative who would like to use their superior telephone and in-person communication skills and experience creating and editing documents to help make Animal ONE® the most desired veterinary employer and provider in the United States!

Animal ONE® multi-doctor hospitals provide a beautiful environment for both clients and staff, include top-of-the-line equipment, and use efficient and effective processes to provide the highest quality services to our patients, same day urgent care appointments, short wait times, and ample appointment durations.

At Animal ONE, we have created a work environment that:

- Fully utilizes each person's skills and abilities, helps them build their career with a generous tuition reimbursement plan, continuing education opportunities, and career advancement options.
- Uses a Practice Management Information System (PIMS) and other technology to efficiently schedule appointments, keep pet parents informed of progress, assign and track tasks, and make clinic documentation accessible and easy to manage.
- Rewards quality work, pet parent satisfaction, and teamwork.
- Provides a fantastic benefits package that includes fully paid dental insurance for the employee and their dependents and a HMO health insurance option that is 100% employer paid for the employee and their dependents! *(See our website Careers page for details on our comprehensive benefits.)*

You are a great fit if you have:

- ✓ At least two years of experience as a CSR (preferably in a veterinary or medical office environment).
- ✓ Skills to answer calls, schedule appointments, and perform reception and customer engagement duties – greet patients and pet parents by name, offer refreshments from the beverage station, process records requests, and handle deliveries and visitors.
- ✓ The ability to perform initial client/patient intake by phone and in person – identify the pet and pet parent needs, schedule the appointment, collect necessary information by phone and during initial visit.
- ✓ The ability to enter information in the Practice Management Information System, use Microsoft Office Word and Excel skills for creating and editing documents, and perform general office tasks.
- ✓ An inviting demeanor and willingness to place pet parent and patient well-being and safety above all else.
- ✓ Proficiency in the use of Microsoft Office software to create Word and Excel documents, such as forms, standardized letters.
- ✓ The ability to anticipate and respond to visual and spoken pet parent and visitor needs, speak/write/hear, utilize office technology and equipment, and lift/carry at least 25 lbs.
- ✓ The ability to work independently and as part of a team, compassionately assist pet parents who are under duress, and create a positive environment for patients, pet parents, and staff.

What to do next:

If this sounds like a great opportunity, we'd love to hear from you! Just complete the contact form on our Careers page. We will contact you to learn more about you and to answer any of your questions.

Animal ONE is an equal opportunity employer and makes employment decisions based on merit.