

## Customer Service Specialist - Animal Hospital

### Job Description

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The purpose of this position is to enhance the customer service experience. This is done by: exhibiting a high degree of customer focus & oral communication skills, displaying a thorough knowledge of Animal Walk and Animal Hospital products, procedures and telephone techniques, following safety procedures, and displaying initiative and dependability. Assist any doctor, manager, supervisor, or any other area, as needed.

#### Major Duties

- Provide a warm, friendly and caring environment for our guests and their pets, even in the face of adversity.
- Must act professionally and courteously to our guests and co-workers.
- Greet customers with a smile and acknowledgement.
- Provide prompt, helpful and knowledgeable services to our telephone callers.
- Ensure emergencies are handled promptly and with professionalism, empathy and compassion.
- Possess thorough job knowledge, with regard to services and products.
- Ensure our guests understand their charges and collect remittance for those charges.
- Schedule appointments, check clients in and out.
- Follow the guidelines set forth in the Employee Handbook & the Receptionist Manual.
- Demonstrate initiative in all areas of performance.
- Follow all safety procedures and guidelines.
- Demonstrate good dependability.
- Maintain the neatness and cleanliness of the lobby and retail areas, and any other area of the facility.
- Assist doctors, managers, supervisors, or any other area, as needed.

#### Skills & Abilities

- Excellent oral communication skills
- Excellent telephone skills
- Excellent customer focus
- Good analytical and problem solving skills
- Able to multi-task and work in a fast paced environment
- Able to work well with different functional areas
- Able to work well with others



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### OTHER SIGNIFICANT FACTS

**Skills and Knowledge:** The Customer Service Specialist is a key customer contact position. As such, excellent oral communication skills are required, even in the face of adversity. Customer Service Specialists must maintain the utmost professionalism, as they are constantly in the public eye. Our guests' perception of our facility literally begins and ends with the Customer Service Specialist. The Customer Service Specialist staff works closely with other functional areas of the facility. It is critical the Customer Service Specialists use their problem solving skills to satisfy unhappy customers or resolve scheduling or communication issues.

**Physical Effort:** Consistently sit for long periods of time; frequent keying; intermittent walking, stooping and bending; continuous auditory acuity and vision needed.

**Working Conditions:** This is primarily an indoor position, although Customer Service Specialists may be outdoors at times. Customer Service Specialists must be able to be in the presence of dogs and cats. Some exposure to bites, scratches and animal waste. Possible exposure to contagious diseases. Some exposure to unpleasant odors, noises, cleaning solvents and chemicals.