

## **Veterinary Client Services Representative 2021-2022**

We are looking for a dynamic, outgoing person, with great customer service skills that love animals and enjoy interacting with people. VCSR's are responsible for client communication and providing excellent client service at all times. VCSR's perform clerical duties related to veterinary care and treatment, process invoices and payments via EMS (Electronic Medical Software), direct incoming phone calls and provide miscellaneous support to the veterinary team. The VCSR is the client's first contact when calling or visiting the practice and as such represents the professional image of the practice to callers and visitors. They answer telephones, greet clients, prepare patient files and when needed escort clients and patients to exam rooms, receive and relay client correspondence and update client financial records. The exceptional VCSR has the ability to articulate professionally, diffuse negative client situations and multitask efficiently.

### Duties

- Answer Phones
- Billing
- Customer Service
- Food Inventory
- Filing
- Scanning of all medical documents
- Inventory of Desk Supplies
- Keep Front Desk Organized
- Wear Scrub Uniform
- Create and Maintain Medical Records
- Care Credit Applications

### Qualifications

- At least one year in an Animal Clinic or Hospital
- At least 6 months Reception or CSR experience
- A US Citizen or Non-Expired Working Visa
- Fluent in English/Bilingual (Spanish) Preferred
- 18 years or older
- High School Diploma or GED Required
- Some College preferred but not necessary
- Some knowledge of Impromed Infinity program preferred but not necessary.
- Basic Computer knowledge and typing required
- Able to work a minimum of 30 hours
- Able to lift a minimum of 20lbs
- Great at Multi-Tasking
- Can sit for long hours
- Pass a background check

Part Time or Full Time position available

Hourly pay is based on experience

Benefits offered

No phone calls, please send resume to [CinthiaF@williamsburgvetny.com](mailto:CinthiaF@williamsburgvetny.com), fax to (347)227-7182 or drop it by our location.