

SANTA BARBARA HUMANE SOCIETY JOB DESCRIPTION

POSITION TITLE: **Veterinary Client Services Specialist**
DEPARTMENT: **Veterinary Clinic**
REPORTS TO: **Clinic Manager**
STATUS: **Regular, Full-Time, Non-Exempt**
EFFECTIVE DATE: **September 1, 2019**

SUMMARY:

Responsible for customer service, data entry, vaccinations of public animals, assisting the veterinarians to maintain the health of all shelter animals, and assisting the clinic team with surgical procedures. Provides the highest quality of care for animals in areas such as physical examinations, surgeries, immunizations, etc. Must demonstrate excellent customer service skills, including returning phone calls, scheduling appointments, checking animals into the clinic and releasing pets to their owners after procedures/surgeries. Educates the public on animal health, procedures, medications, and treatment. Maintains a positive and professional attitude with other employees, volunteers, visitors, vendors, and clients. Must support and advocate for the philosophy, programs, and policies of Santa Barbara Humane Society.

PRIMARY RESPONSIBILITIES:

- Performs clinic clerical duties such as answering phones, scheduling appointments, providing medical records and checking out customers
- Accurately reads medical records and inputs medical records written by veterinarians or per protocol
- Promotes a highly efficient, client-centered environment and facilitates programs and processes to meet client needs
- Maintains the practice philosophy for attracting new clients and retaining existing clients through good customer service skills
- Helps to facilitate resolution of client problems
- Maintains a facility visually appealing to client and staff
- Maintains daily cleanliness and sanitation of:
 - Clinic work areas (vacuuming, mopping, wiping down all counters, etc.)
 - Surgery animal living quarters (cleaning and resetting cages)
 - Performs laundry duties (washing, drying, folding and proper storage of clinic laundry)
- Administers pharmaceuticals via oral, subcutaneous, and intramuscular routes
- Assists and/or performs medical tasks including blood draws, medicating animals, implanting microchips, medicated baths, and vaccines
- Performs Daily Shelter Rounds with key shelter employees to ensure continued care of all shelter animals when Shelter Liaison is not available

- Humanely restrain animals for exams and related procedures with fear-free methods when possible
- Assists with the movement of animals for surgery, anesthesia monitoring, and anesthesia recovery when needed
- Demonstrates patience and tolerance with all animals and willingness to provide direct care to cats, dogs and rabbits of all sizes and types and a desire to maintain high level of care for all animals in order to assure their comfort and safety
- Ensures a safe and disease free environment
- Informs veterinarians and/or Clinic Manager of any abnormal behavior, illness, disease, or injury
- Adheres to all safety and security regulations and training
- Arrives on time and prepared for work
- Demonstrates a positive, team-oriented attitude and communicates in a respectful manner
- Participates in staff trainings and meetings and responds to management communications as required
- Promotes cooperative working environment among shelter departments and staff members; understands the value of teamwork; shows enthusiasm and willingness to perform as necessary to help the clinic function as a unit
- Knowledgeable regarding related federal and state animal health laws and regulations including OSHA and DEA
- Carries out other duties as assigned by the Veterinary Practice Manager, Clinic Manager, or Veterinarians

QUALIFICATIONS:

- Minimum of 1 year in related field - previous work in an animal shelter and/or veterinary clinic preferred
- Must hold a Veterinary Assistant Controlled Substances Permit (VACSP) from the California Veterinary Medical Board or have the ability to obtain a California license within 30 days of employment
- Excellent computer skills, experience with PetPoint preferred
- Must be able to work with people from a variety of backgrounds who may have different orientations to animals due to cultural traditions
- Must possess excellent oral and written communication skills
- Proficient use of commercial clinic and shelter software preferred
- Excellent animal handling skills
- Bilingual (Spanish/English) preferred

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- This position includes weekend days
- Work is performed within an animal shelter where loud noises, disease and exposure to hazards are possible
- Physical requirements may include: bending, standing for long periods, stooping, reaching and other physical demands.

- Must be able to safely restrain large and/or agitated animals
- Frequently lift and/or move up to 50 pounds
- Occasionally handle dogs weighing up to and over 150 pounds. Assistance will be provided when working with larger animals

KNOWLEDGE, SKILLS, AND COMPETENCIES:

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds in a timely manner to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Prioritization** - Able to prioritize emergent problems and stay organized in order to accomplish your work.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.
- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.
- **Communication** - Expresses self--orally and in writing--in manner that is clear, well organized and appropriate to situation. Uses appropriate grammar, punctuation/spelling, and tone. Listens carefully and sincerely considers others' ideas. Maintains confidentiality and expresses good judgment about what to say and when to say it. Keeps others informed.
- **Judgment** - Gathers data and others' input as appropriate when making decisions and handling diverse situations. Considers cost, organizational resources, and efficiency, as well as both long- and short-term outcomes. Can explain rationale for a decision. Observes safety and security procedures; uses equipment and materials properly. Recognizes when to consult higher level management.
- **Problem Solving** - Identifies problem in a timely manner. Gathers and analyzes factors or causes. Generates and evaluates alternative solutions. Implements plan to solve problem. Assesses effectiveness of intervention.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical

requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities for this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.