



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 791.2

Job Title: **VETERINARY CLINIC CS LEAD**

Pay Grade: 16

GENERAL SUMMARY:

Provides customer service to the general public as a representative of BARC in a Veterinary Clinic.

RESPONSIBILITIES:

- Assist customers via telephone, email, and face-to-face with the utmost level of professionalism by assisting with ALL customer service inquiries.
- Accurately collects, balances, and deposits revenue from daily transactions using shelter software in compliance with established financial accounting procedures.
- Creates, edits, and confirms daily surgery schedules for clinic and veterinarian review.
- Work consists of following up and resolving all customer requests accurately, investigating specific situations, and providing detailed transcripts in the system to track all work.
- Properly and accurately prepare all client records for examination, vaccinations, surgery or other veterinary services.
- Accurately records accounts of exchanges as well as original correspondence to customers.
- Educate the public on general animal care and ensuring that citizens have all after surgery care information needed.
- Act as Customer Service Representative for other customer service areas if needed.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

Preference will be given to those that are Bilingual and have experience with Chameleon Shelter Software.

EXPERIENCE:

Three years of administrative or direct customer service related experiences are required.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and precedents.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

No direct reports.

Indirect Supervision:

No indirect reports.

SPECIFICATIONS (cont'd):

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests..

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 20 pounds.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Minor discomforts of animal noises and odors.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Veterinary Clinic Customer Service Representative - Lead

Effective: December 2015