



JOB DESCRIPTION

- JOB TITLE -** Client Services Representative (*exempt*)
- JOB RELATIONSHIPS -** Reports to Clinic Operations Support Manager
- JOB SUMMARY -** The CSR team is the front-end reception staff and the first point of contact for the public to reach humane Fort Wayne for any services or programs offered at both the shelter and clinic locations as well as external programs and events. The CSR team is responsible for clinic and shelter reception, public inquiry handling, maintaining office policies and procedures as well as supporting the Clinic Office Administrator. Exemplary customer service skills are required for this position as they are expected to perform their job to the highest customer satisfaction possible. They are responsible for accurate information collection for animal safety and care.

Administrative Tasks

- Answer phones, emails, faxes, and return voicemails in a timely manner.
- Provide accurate information to clients and answer their questions appropriately.
- Schedule appointments Spay/Neuter, Wellness, or adoptions.
- Accurately enter and save data to the appropriate places in a timely fashion.
- Assist with Reporting and Data retention
 - Provide outstanding customer service, education, and care for clients.
- Accurately run the cash register and balance the reconciliation daily.
- Have a broad understanding of all policies and procedures for general animal care as well as the necessary protocols for the City of Fort Wayne (for example: City ordinance, Community Cats, and registrations)
- Direct clients to the specific program managers as necessary.

Client Education

- Must understand, or be able to learn, basic veterinary medical concepts including but not limited to vaccine protocols, preventative care, commonly used medications, and anesthetic risks.
- Must be able to communicate basic veterinary concepts to owners and be able to accurately repeat information relayed by a veterinarian.
- Must be able to take medical and behavioral histories for surgical rechecks and wellness exams.
- Must be comfortable communicating with the public daily in a professional manner.
- Must be committed to the pet retention, spay/neuter, and wellness mission of Humane Fort Wayne and be able to communicate this mission to the public in a professional and friendly manner.

Shelter Specific Duties

- Learning Pet Point Shelter Software.
- Downloading Adoption Applications.
- Processing Adoption Applications.



- Completing Adoption Contracts.
- Performing Adoption send homes.
- Running Shelter reports as needed.
- Perform Kennel walk-throughs upon request.
- Recognize the needs of shelter pets and adopters for best outcomes.

Clinic Specific Duties

- Learning Clinic HQ software
- Using Care Credit in addition to traditional payment methods
- Participate with check-in of all surgical/wellness patients, including admitting patients for surgery.
- Provide animals with appropriate flea/tick and heartworm medications according to their needs and policies.
- Keep animal care teams and veterinarians informed of all animal behavior or health concerns.
- Review and send home paperwork and any medications prescribed and answer any questions the client/owner may have and/or direct them to the proper staff member if other services are needed.

Patient Care

- Ask all intake questions for each appointment type and discuss with each client their pets' individual health needs and risks; (For example, Surgery, wellness, recheck, or other type of appointment).
- Discuss patient discharge instructions with owners and answer any questions.
- Have knowledge of, and be able to discuss with clients all medications, surgical complications, health risks, vaccine reactions, antibiotic usage, and/or other veterinary directions given by HFW in relation to their pet.
- Discuss post-operative instructions and recovery with clients and answer any questions.
- Communicate with Animal care teams regarding any surgical or wellness declines, financial cost add-ons, and be able to ring up those items appropriately.

Animal Handling

- Minimal animal handling will be expected of this position; however, some basic skills are needed to perform certain tasks.
- Must be able to learn characteristics of animal behavior and properly apply those to handling skills (for example: be able to identify aggressive or fearful behavior);
- Should be able to identify own animal handling limitations and ask for help.

General Housekeeping

- Perform daily cleaning and organizing of desk/counter space, and public areas.
- Stock flea preventative, heartworm preventative, e-collars, slip leads, cat carriers, paper, pens, printer ink, etc. needed for the following business day.
- Maintain a clean and professional lobby area, wipe glass, vacuum rugs, tidy waiting areas.
- Merchandise upkeep,
- Other duties as assigned.



Job Qualifications

- Minimum High School education.
- Must maintain a valid Driver's License.
- Previous administrative experience is required.
- Must be proficient in Microsoft Office Software and can learn new computer software.
- Must be able to type 60 WPM with accuracy, direct and answer multiple phone lines, and provide excellent customer service.
- Ability to follow instructions as well as explain instructions and guidelines to others effectively.

Physical Requirements

- Must be able to work standing or sitting for 8 or more hours.
- Must possess an acceptable degree of dexterity in hands and fingers.
- Must have good vision including peripheral vision, fine detail, distance, depth perception and ability to focus.
- Must be able to use arms above the head, bend at the waist, crawl, and climb.
- Must be able to lift over 50#.

Emotional/Mental Requirements

- Must be able to work under stressful conditions efficiently and effectively.
- Must possess the ability to process information rapidly and accurately.
- Must possess the ability to recognize their own need for assistance and ask for help;
- Must possess the ability to make appropriate decisions quickly and efficiently.
- Must possess the ability to cope with frustrating situations and remain calm.
- Must possess emotional and mental flexibility and be accepting of change.
- Must be able to cope with death either due to surgical/medical/behavioral complications or euthanasia.

Working Conditions

- May require employee to be exposed to unpleasant and noxious fumes and odors.
- Prolonged exposure to various aqueous solutions including but not limited to dish soap, hand soap, and hand sanitizer.
- Prolonged exposure to quaternary ammonium cleaners, cleaning chemicals such as bleach, Windex, and other aerosols, or disinfectants.
- Exposure to common allergy triggers such as hair, fur, dust, and animals.