



Client Coordinator Position

Job Description:

The Client Coordinator position is part of a team that manages the very busy and fast-paced operation of the clinic's "front end."

General Duties:

Client check-in and checkout clients

Invoicing and processing cash and credit card payments

Scheduling clients to ensure optimal daily appointment numbers

Client communications: answering phones, making reminder and no-show calls, etc.

Entering new client and patient data into the clinic software system

Ensuring order, safety, and cleanliness in the lobby and lobby restroom at all times

Required Qualifications:

Experience working in customer service in a veterinary or other professional office setting

Excellent general office and organization skills

Able to communicate professionally in person, on the phone, and by email

Excellent computer skills with proficiency in Microsoft Word and Excel. Experience with practice management software is a plus. Must be able to learn our clinic management software system and accurately enter data.

Able to learn basic veterinary medical terms and communicate information relayed by a veterinarian.

Confident and able to be "in charge" and remain calm and respectful in frustrating situations

Well-organized and able to prioritize to work efficiently

Able to quickly process information to make decisions

Able to quickly recognize the need to ask for help