



Client Services Representative

Job Type: Full-time

Pay: \$16.00 - \$18.00 per hour

Expected hours: 30 – 40 per week

Schedule: 8-hour shift Monday to Friday

Work Location: In person

About Pets in Need of Greater Cincinnati:

Pets in Need is a nonprofit organization dedicated to providing the best veterinary care possible to pets with owners living at or below the federal poverty level. Our mission is to provide affordable, high-quality veterinary care to allow individuals and families of limited means to enjoy the benefits of healthy and responsible pet ownership. Our vision is to be a streamlined and sustainable, full-time veterinary practice to expand access to care and keep more pets healthy and in their homes. We are seeking a dynamic professional to join our team and help us amplify our impact.

Position Summary:

The Client Coordinator will be responsible for maintaining the clinic's "front end". This role will provide as the first point of contact for clients. This position requires a positive attitude and the ability to remain composed during busy times. The Client Coordinator must be able to multi-task and be able to work in a fast-paced environment.

Key Responsibilities:

1. Client Communication

- Answer phones, send reminders to clients, follow up on no-show calls
- Monitor Text line and Email

2. Clinic Visits

- Schedule clients to ensure optimal daily appointments
- Enter new client and patient data into the clinic software system
- Check-in and checkout clients
- Process cash and credit card payments



3. General Office Duties

- Ensuring order, safety, and cleanliness in the lobby and lobby restroom
- Receive and sort donations and mail
- Collect stories and photos from clients

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
- Passion for pets, animal welfare and the mission of Pets in Need

We are a drug-free, smoke-free, equal opportunity employer. All qualified applicants will be considered without regard to age, color, race, religion, sex, disability, sexual orientation, marital status, or national origin.

Benefits:

- Health insurance
- Paid time off
- Retirement plan

TO APPLY:

Email resume and cover letter to info@pincincinnati.org.