

Sage Veterinary Center
229 10th St.
Jersey City, NJ 07302



Sage Veterinary Center Job Description: Client Service Representative

Job Type:

Full-Time OR Part-Time
In-Person (Required)

Qualifications:

US Work Authorization (Required)
High-School Diploma/GED (Required)
Bachelor's Degree (Preferred)
Customer Service Experience: 1+ Year (Required)
Veterinary Experience: 1+ Year (Required)

Our Hospital's Mission Statement:

"Treating the pets of Jersey City by promoting community, prioritizing wellness, and providing individualized, compassionate care."

Our Hospital's Core Values:

- 1. Have confidence in your team, and yourself, encouraging each other to grow, and reminding us we cannot do this without each other.**
- 2. Show passion about the wellbeing of your community and patients, through nurturing the human-animal bond.**
- 3. Develop relationships with both ends of the leash.**

Our Client Service Team's Philosophy:

"To provide high-quality, efficient, and sensitive client care, while maintaining mutually-respectable, highly-informed, and realistically-attainable client-practice relationships."

About Sage:

We are a group of progressive, compassionate, and determined professionals who are excited to revolutionize integrative veterinary care in the Jersey City area. Being a female-owned business, we value diversity, and elevating under-represented individuals, in every level of our work. We are striving to build a work community that is reflective of the landscape our growing clinic will reside in colorful, warm, and welcoming. We thrive on clear and timely communication. We believe that our work will be its best when our employees are supported and prepared properly to be able to deliver their best day-in and day-out. We value punctuality and professionalism but believe there is always time for fun and creativity in most things we do. We want to connect with our colleagues, clients, and the community at large. The chance to provide high-quality medical care for pets passing through shelters or rescue organizations on their way to their "forever home" humbles us greatly. We want everyone to be passionate about the work that we do. We don't want anyone to just survive. We want us all to thrive.

Who are we looking for?

The ideal candidate will love to help animals and humans alike. Punctuality is key for this role - we believe that if we start on time, our day is on its way to being a success. We want to work alongside trustworthy and supportive folks. "Building others up" should always be your goal. This candidate should be rational, poised, and confident while keeping one's ego in check. They must be receptive to frequent feedback, and able to apply small changes quickly while being self-aware enough to continually check in on the more challenging adjustments with their direct supervisor. The candidate will never be able to "clock in, phone it in, and clock out". We want to create mutually, respectful relationships between our colleagues and our clients. This will at times require fair amounts of emotional and physical energy. You should be prepared to tackle any challenge while knowing the support you need is there to help you succeed in this role. We are looking for organized, self-motivated, and committed people to be the kind and welcoming faces of our facility. You should never want to stop learning, growing, or being challenged. The ideal candidate can address sensitive cases professionally, multi-task seamlessly, and problem-solve efficiently. Being wise enough to know when to ask for help is a respectable trait for everyone on our team, as well as owning your mistakes. At the end of the day, we are understanding and compassionate humans who are seeking well-rounded individuals to propel our dedicated team forward.

Job Description: What will we ask of You?

Duties include, but are not limited to:

The team members in this role are employed through Sage Veterinary Center, but our client service team also manages much of the below listed duties for our sister company Sage Canine Rehabilitation Center (located in our same facility).

- Face-to-face communication with clients
- Phone communication with clients
- Email communication with clients
- Greeting clients at the front desk
- Checking patients in/out
- Fostering/coordinating communication between the medical team, client service team, and clients in person, over the phone, and via email
- Scheduling appointments/procedures in-person, over the phone, and via email
- Navigating large volumes of phone calls, emails, and in-person interactions simultaneously.
- Maintaining day-time lobby appearance by cleaning up small "messes" and maintaining a clean personal work area
- Processing cash, credit/debit, and check payment transactions
- Finalizing the end-of-day cash drawer
- Creating precise and efficient medical record entries
- Emailing medical records
- Properly utilizing USDA government resources to ensure a succinct preparation, submission, and approval of travel documents for patients traveling internationally
- Filling, and double-checking already-filled, non-controlled prescription drugs and supplements from our in-house pharmacy as scripted by a doctor

- Periodically (~1/week) examining any items not picked up from our pharmacy or document holdings, and reaching out to the owner to facilitate a timely pick-up, restocking, or appropriate disposal based on their response, or lack thereof
- Triaging phone calls/emails for emergencies vs. non-urgent cases
- Communicating with clear and effective written and verbal communication, sometimes for sensitive/emotional subjects
- Scheduling deliveries and preparing retail items and/or prescriptions purchased by owners to be delivered via our chosen messenger service
- Scheduling canines for training courses offered in our facility, taught by our practice's official professional trainer

Required skills:

- Lift items weighing up to 20lbs
- Stand and/or sit for long periods
- Possible exposure to animal bites and/or interspecies communicable diseases
- Basic computer skills
- Basic phone skills
- Superb interpersonal conflict resolution skills

COVID-19 Policy:

-All employees must be fully vaccinated (meaning they have received a complete initial dose, as well as at least one booster shot at the time of hire) with a WHO-approved COVID-19 vaccine.

Salary:

From \$19.00 per hour

Benefits (available for Full-Time Employees):

- 401(k)
- Employee discount
- Health insurance
- Dental/Vision insurance
- Paid time off
- Sick Leave
- Transit Assistance Benefits

Schedule:

- 10-hour shift
- Day shift
- Monday to Friday
- No nights
- Saturdays as needed

Ability to commute/relocate:

- Reliably commute or planning to relocate before starting work (Required)