



Position: Client Service Representative Team Member

Employee Status: Non Exempt

Education and Experience:

High school diploma or equivalent.

This position requires 1+ years of experience in the veterinary profession.

Certificates, Licenses and Registrations:

Others that pertain to the profession are welcome

Skills:

Must be proficient in working in a veterinary hospital environment, have extensive computer/office equipment knowledge, and use of medical terminology. Employee must also be able to perform essential duties as described throughout this job description.

Essential Duties and Responsibilities:

General:

- Answer telephones, fielding questions, taking messages
- Check clients in/out
- Filing and organizing charts and files
- Attention to details with charts and files
- Advise doctors of pertinent patient/client information when appropriate
- Faxing medical records to RDVM's
- Continually staying professional with our entire referring community

Patients:

- Treat all animals with compassion and respect - alive or deceased
- Never physically discipline an animal

Supplies:

- Refill front office supplies as needed
- Note deficiencies on the 'supply want list'
- Help keep exam rooms stocked and clean

Clients:

- Help keep the client/reception area spotless and odor free

- Do regular 'walk-throughs' to ensure cleanliness, temperature control, good lighting inside and out, client comforts are readily available (magazines, TV, music, coffee/tea bar, etc.)
- Assist clients to and from cars with patients and/or items
- Release cleaned up patients to their owners whenever asked - don't forget the cute bandana on those dogs
- Try to exceed expectations - of our clients, RDVMs, and of your co-workers too!
- Smile and be courteous!

Cleaning:

- Help keep reception area clean and client ready
- Help keep exam rooms clean and client ready
- Help keep waste cans empty and clean
- Try to keep client areas ready with a 'well-scrubbed' look
- Help keep the front of hospital free from trash and feces
- Help keep area around the dumpster clean and picked up
- Help keep the area around the recycling clean and picked up
- Clean up after yourself...especially at the end of your shift - do not expect others to do so

Interested? Please contact us:

- E-mail your resume to us at jobs@pescm.com (Text or Word Format)
- Fax your resume with cover letter to: 415-457-6318, attention Hiring Manager
- Mail your resume with cover letter to:

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Thank you for your interest!