



## Job Description

**JOB TITLE:** Bi-lingual Veterinary Scheduler & Outreach Assistant  
**REPORTS TO:** Client Services and Community Outreach Manager  
**CLASSIFICATION:** Non-Exempt

### JOB SUMMARY

C-SNIP is looking for a part-time Bi-lingual Veterinary Scheduler/Outreach Assistant (15-20 hrs./week) for a busy nonprofit spay/neuter clinic with a growing outreach program. The Outreach program is dedicated to increasing access to spay/neuter services for hard to reach, low income pet owners. This position requires a person who loves dogs and cats, is friendly, empathetic, culturally sensitive, and is experienced working with low-income individuals and communities. Applicants should be able to engage people to spay/neuter their pets, work effectively with partner organizations, and develop trust with low income individuals and their at-risk pets. *Fluency with Spanish and English language is required.* Previous involvement with the animal welfare sector and/or nonprofit human services along with knowledge about spay/neuter is helpful. Veterinary schedulers are committed to ease of booking, accessibility of service, and quality of care. Schedulers strive to help people help their pets by arranging appointments, gathering and recording key information, and creating clear expectations of the spay/neuter process. Pay is \$10-\$12 per hour and benefits include flexible schedule, paid time off, employee discounts on C-SNIP services/products, and the satisfaction of making a difference. Please submit resume and cover letter to [HR@csnip.org](mailto:HR@csnip.org) explaining your work history, why you are interested in this job and how part-time employment fits your needs.

### Work environment:

The office and operations of a high volume spay/neuter clinic can be very busy at times. This part-time position will typically be scheduled to work 3-4 mornings days/week Mon-Thurs, with some Fridays. The ideal candidate will be flexible with schedule changes to accommodate outreach activities and to cover scheduling shifts as needed.

### Responsibilities pertaining to veterinary scheduling include but are not limited to:

- Scheduling spay/neuter appointments for dogs & cats via phone, walk in, or online
- Recording complete and accurate information during the appointment booking process
- Providing excellent, client focused customer service
- Assisting with morning check-in and pet release
- Processing payments over the phone and at the counter, ensuring money is recorded accurately.
- Completes daily clinic opening and/or closing checklist, including daily cleaning of and stocking the lobby area

### Responsibilities pertaining to outreach assistance include but are not limited to:



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- Work with Client Services & Community Outreach Manager to implement the outreach plan activities such as connecting with targeted neighborhood community organizations to build referral relationships, engaging low income pet owners to spay/neuter their pets, assisting with vaccine clinics, conducting client follow-up, & attending community events to represent C-SNIP and provide spay/neuter education.
- Follow up with referred outreach clients and those attending vaccine clinics to schedule their pets' spay/neuter appointments – assisting them with removing barriers related to the spay/neuter surgery.
- Assist in cultivating collaborative relationships with animal welfare and human services groups in the community in order to coordinate services for at-risk pets and their owners.
- Creating and translating document from English to Spanish. Phone or in-person translation for Spanish speaking clients

### Position Requirements

- Passion for C-SNIP's mission and the desire to work with low-income individuals and their at-risk pets
- Spanish/English language fluency
- Effective, culturally appropriate interpersonal skills
- Ability to learn basic veterinary medical concepts, including knowledge about spay/neuter, wellness, and basic pet care.
- Ability to accurately gather and relay information in a friendly and professional manner
- Good communication skills – both individually and in a group setting
- Enjoy being around dogs and cats
- Support the mission of C-SNIP
- Accuracy, detail-orientation, and customer service skills essential
- Technical proficiency with PC platforms, as well as Microsoft Office.
- Able to enter data accurately into a database system

### Physical Requirements

- Must be able to work standing or sitting for up to 8 hours
- Must be able to see fine detail in a variety of situations
- Must be able to lift up to 20 lbs.

### Preferred skills/experience

- Two or more years of reception/customer relations experience in a veterinary clinic and/or animal shelter environment is preferred.