



C-SNIP Job Posting
Client Service Coordinator
Part-time position
11-15-18

C-SNIP, a nonprofit veterinary clinic specializing in high-volume dog and cat spay/neuter surgery, is seeking a part-time (approx. 30 hrs./week) Client Service Coordinator. The wage range for this position is \$16.00-\$18.00 per hour. This position will report directly to the Executive Director and will work closely with the Clinic Manager to ensure that the administrative operations of C-SNIP are efficient and effective. The primary duties include: maintaining C-SNIP's twin goals of high-quality customer service and exceptional medical outcomes. An essential aspect of the position includes developing, implementing and oversight of client appointment scheduling protocols that promote excellent surgical outcomes, teamwork, and compassionate service. The Client Service Coordinator responsibilities will include recruitment, training, and supervising five or more part-time schedulers; inventory management; continuous improvement of C-SNIP's customer service procedures and practices; and service coordination with our volume clients. Excellent client service and problem solving are key components to this position. Critical thinking and the ability to address concerns and offer solutions are paramount for success. Our ideal candidate will understand the big picture but will be detail oriented, able to implement new protocols and processes that improve the front office operations and customer services, and can facilitate a welcoming culture for both clientele and employees. Qualified applicants will possess 1-3 years of supervisory experience in a veterinary environment, call center, or busy office operation. A college degree is desirable. Must be a self-starter and able to work with minimal supervision and possess a passion for the C-SNIP mission. Technical proficiency with PC platforms, as well as Microsoft Office, database reporting, and data entry required. Spanish language skills are a plus.

To apply, email or mail your resume and a cover letter by 11/26/18 to: HR@csnip.org or to: C-SNIP, 1675 Viewpond Dr SE, Kentwood, MI 40598

WORK ENVIRONMENT:

The office and operations of a nonprofit, high volume spay/neuter clinic can be fast paced, very busy, and noisy. The workstation is in a shared open-office space. Employees work in close proximity to each other and to the dogs and cats we serve. This 30 hour/week position is based on a 4-day work week, however, the ability to work a flexible schedule and cover shifts of direct reports may be necessary.

A detailed job description is included on page 2.

C-SNIP Job Description

Position Title	Client Services Coordinator
Position Status	Part-time, Non-Exempt (approximately 30 hours per week)
Pay Range	\$16-\$18 per hour
Agency Description	C-SNIP is a non-profit veterinary clinic focused on spay/neuter surgery for dogs and cats. There are more dogs and cats born every day than there are homes to accept them. Pet sterilization is THE solution to a problem that drains communities both emotionally and financially. Until every dog and cat is born to a safe and caring home, this essential surgery must be available to everyone. Our mission is "To prevent the overpopulation of dogs and cats by providing quality, reduced cost, spay and neuter surgeries".
Position Summary	This part-time position will report directly to the Executive Director and will coordinate with the medical team to ensure that the administrative operations of C-SNIP are efficient and effective. The primary duties include hiring, mentoring and leading the scheduling/reception staff while monitoring and improving client services with an emphasis on excellent customer service and compassion for all our clientele. The Client Services Coordinator will play a key role in representing the culture of the C-SNIP through the leadership of the customer service team.
Qualifications/ Experience	<p>Education/Experience 1-3 years of supervisory experience is required, preferably in a veterinary clinic, call center, or busy office environment. A college degree is preferred. A resourceful team-player who is goal oriented and customer service focused is ideal for this position.</p> <p>Qualifications</p> <ul style="list-style-type: none"> ● Passion for C-SNIP's mission, comfortable working in a fast-paced high volume spay/neuter veterinary clinic environment, and enjoy interacting with dogs and cats. ● Strong commitment to customer service and cultural diversity with ability to continuously improve the client experience and employee retention ● Demonstrate professionalism, sound judgement, and integrity in all transactions including verbal and written communications with internal staff and external constituents. ● Ability to lead a team with a mentoring supervision style that is supportive and hands-on. ● Well organized, detail oriented, and ability to produce accurate information. ● Technical proficiency with PC platforms, as well as Microsoft Office, database reporting, and data entry. ● Spanish language skills are a plus
Specific Duties	<ol style="list-style-type: none"> 1. Hire, train, retain, and support client services/scheduling staff through effective, compassionate leadership. 2. Handle client concerns or complaints and manage all aspects of large/volume group scheduling. 3. Periodically review client scheduling processes and make improvements that enhance the C-SNIP client services experience while increasing efficiency without compromising quality. 4. Set and notify client services staff of their monthly schedule and positions and support them as needed. 5. Inventory and create order requests for approval to purchase office supplies related to the client experience and scheduling of appointments. (i.e. flea control, printable collars/cage labels, pens, paper, etc.). 6. Reconcile cash/fee revenue daily with software program. 7. Maintain cash drawer for daily transactions. 8. Assist with client/patient check-in and lead administrative staff through supportive and customer service centered action. 9. Plan and lead monthly team meeting to ensure accurate dissemination of information regarding process improvements, updates on job related issues, and to ultimately solidify team unity and staff engagement. 10. Serve as the C-SNIP staff expert and liaison for clinic software program. 11. Prepare monthly reports for Executive Director. 12. Maintain accurate employee records for direct reports and ensure professionalism in all aspects regarding confidential and sensitive organizational information. 13. Prepare daily appointment schedule sheets and maintain accurate capacities in clinic software. 14. Assist team to schedule appointments as needed to meet surgical capacities.

	<p>15. <i>Assist with other C-SNIP duties as directed.</i></p>
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