



Job Description

JOB TITLE: Veterinary Scheduler/Client Services Representative
REPORTS TO: Client Services Supervisor
CLASSIFICATION: Non-Exempt, hourly, part-time

JOB SUMMARY

To accommodate our growth and customer demand, C-SNIP is seeking a part-time Veterinary Scheduler/Client Services Representative for our busy nonprofit spay/neuter clinic. We are looking for an animal lover with great customer service skills to work approximately 16 hours per week with a schedule of 7:30am-1pm Mondays, Wednesdays and Thursdays. Availability for additional hours or changes to scheduled hours will be necessary at times. The starting pay is \$10-\$11 per hour and offered wage will be dependent on skills and experience. Part-time employment benefits include paid time off, paid holidays, employee discounts for some veterinary services, comfortable dress environment, and knowing you are making a difference for pets and their owners. **Fluency with Spanish language and writing is highly desired.** Submit resume and cover letter to HR@csnip.org explaining your work history/skills/experience, why you are interested in this job, and how part-time employment will work for you.

Job Responsibilities include but are not limited to:

- Scheduling appointments for spay/neuter surgery for dogs or cats via phone, walk in, or online requests
- Gathering and recording complete and accurate information from callers 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

Position Requirements

- Able to learn basic veterinary medical concepts
- Able to accurately gather and relay information in a friendly and professional manner
- Good communication skills - both individually and in a group setting
- High school diploma or GED
- Enjoy being around dogs and cats



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- Support the mission of C-SNIP
- Accuracy, detail-orientation, and customer service skills essential
- Technical proficiency with PC platforms, as well as Microsoft Office
- Must be able to answer and respond to four phone lines, and navigate a voicemail system
- Able to enter data accurately into a database system

Physical Requirements

- Must be able to work standing or sitting for up to 9 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 preferably in a veterinary clinic and/or animal shelter environment is preferred. Fluency speaking, writing & reading Spanish is highly desired. A minimum of a 2-year college degree preferred.

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 days/week Mon-Thurs. The ideal candidate will be flexible with schedule changes and able to work on short notice to cover co-worker absences.