



Job Description

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| Job Title: | Client Services Representative |
| Department: | Operations |
| Job Classification: | Non-Exempt |
| Job Relationships: | Reports to Client Care Manager Provides support and training to assigned volunteers |

This position represents Fort Collins Cat Rescue and Spay/Neuter Clinic in a professional and courteous manner and provides quality client service at the Clinic's front desk and at mobile vaccine clinics. This position requires learning policies and procedures and the ability to enter complete and accurate data into our computer system. Client Services Representative positions may be either full-time or part-time.

Major Duties and Responsibilities:

- Provides quality in-person, online and telephone client service.
- Educates clients on FCCRSNC recommended services for the age and health of animal.
- Processes vaccine and surgery related client information, enters computer data and completes necessary paperwork.
- Completes disease control and cleaning of public areas daily and ongoing throughout the day.
- Invoices clients for services rendered and processes payments accurately.
- Sells retail items, encourages donations, and processes both monetary and in-kind donations.
- Regular and timely presence onsite.

Other Duties:

- Assists with other duties in department as needed.
- Performs loading / unloading and transportation of mobile clinic supplies.
- Performs liaison duties as needed.
- Learns basic duties of other departments and support other departments and staff.
- Regular and timely presence onsite

Job Qualifications:

Education/Experience: Minimum of high school diploma or equivalent; Valid Driver's License; Minimum of 2-years' customer service experience in a fast paced environment with a variety of client needs preferred

Knowledge: Knowledge of animal breed, behavior, and handling; Knowledge of clinic software a plus; Knowledge of Microsoft Office applications (Office and Excel) and Google Cloud applications.

Skills: Effective verbal communication skills for in person and telephone contact; Excellent customer service skills, particularly with a variety of client situations; Able to prioritize duties and perform multiple tasks; Able to work in a high-stress, fast-paced environment; Basic computer skills; Ability to learn, retain and communicate a wide variety of information; Detail orientation

Abilities: Able to work with animals; Able to work with disinfectants and cleaning supplies; Able to perform physical work including scrubbing, mopping, lifting, walking, and bending

Working Conditions:

Work Environment: Work performed in animal clinic setting; Potential for exposure to zoonotic diseases and cleaning chemicals; Potential for exposure to dangerous and fractious animals; Potential exposure to high noise levels when in kennel area; Potential for animal bites and scratches while handling animals

Physical Activities: Occasional lifting of up to 40 pounds; Potential for standing on feet for 8 hours a day

Unusual Demands

Work is subject to frequent interruptions. Employee is subject to work weekends, holidays and beyond the normal scheduled hours of work. Employee is subject to work outside in a variety of weather conditions.

FLSA Status

Nonexempt

Reports to

Client Care Manager

Supervises

Provides support and training to assigned volunteers

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

Employee Signature: _____ Date: _____