



**JOB TITLE:** Customer Service Representative

**DEPARTMENT:** ARLGP Community Clinic

**ACCOUNTABILITY:** Clinic Manager

### **Client Services Representative**

The Animal Refuge League of Greater Portland (ARLGP) is looking for experienced Client Services Representatives to support our brand-new community veterinary clinic on the ARLGP Portland campus!

### **ABOUT US**

The ARLGP Community Clinic at Baxter has one mission; To keep pets and people together by providing access to affordable veterinary care to those who need it most. We provide high-quality, personalized wellness care, minor illness and injury care, and end-of-life care. We believe providing these services at affordable, low-cost prices will further our mission of keeping pets and people together. Removing the financial barriers that pet owners are experiencing makes for a happy workplace. Our priority is to provide exceptional veterinary care and customer service in a low-stress environment!

### **WHAT YOU'LL DO**

- Treat colleagues, clients and patients in a non-judgmental, empathetic and compassionate manner
- Answer telephone calls quickly, efficiently, and in a professional manner
- Schedule appointments, warmly greet clients and prepare patient files
- Receive and relay client correspondence and update client financial records
- Answers client's inquiries about basic animal care questions and routine procedures
- Admit patients and handle medical records accurately
- Prepare client invoices and handle payment transactions
- Proactively communicate within the team and treat colleagues in a non-judgmental, empathetic, and compassionate manner
- Operate practice management software and related software packages.
- Other duties as needed

### **REQUIREMENTS**

- High school diploma or equivalent
- Veterinary/medical office experience preferred
- Must have a positive attitude, be a team player, and remain non-judgmental
- A strong technical aptitude including demonstrated experience using (Outlook, Excel, fill in the blank) and confidence and ability to learn new software quickly
- Strong work ethic and track record of being reliable.
- A willingness to learn new skills and techniques.
- Fear Free Certification (will be provided)

### **Work Environment**

- While performing the duties of the job, the employee is frequently exposed to odors or airborne particles including animal fur, dander and potentially zoonotic diseases and toxic chemicals.
- Must have the ability to work in a challenging, physically demanding and stressful environment; ability to lift 50 pounds. Must be able to access a non-handicapped building and climb steep stairs several times per day; lift, bend, twist, scoop, kneel, groom and possess a valid State of Maine driver's license.
- **Physical Activities:** Potential for sitting for several hours at a time; climb stairs unassisted, potential for standing on feet and/or walking for 8 hours a day; driving a car; kneeling; walking dogs on a leash.
- **Schedule:** Weekend and evening availability required, based on organization's needs.

### **TO APPLY**

Please submit a cover letter outlining your qualifications, reasons for pursuing a career in animal welfare and salary requirements, along with your resume to [jobs@arlgp.org](mailto:jobs@arlgp.org) with the subject "Client Services Representative" The ARLGP will review applications that meet the above submission requirements for the job posted. Due to the significant interest in our job openings, follow-up communication is limited to candidates who meet the posted qualifications. If you have not been contacted within a month of application, you may assume that you have not been selected as a candidate. Due to the volume of interest in our positions, no calls please.