

Position Title: Customer Service Representative – Small Animal Front Desk

Department: Veterinary Medicine and Surgery

Position Type: Full-time Staff

Job ID: 50813

Job Description:

The **College of Veterinary Medicine** at MU is on a mission to inclusively educate and train outstanding clinicians and scientists from diverse backgrounds, generate new knowledge, engage stakeholders, and foster economic growth, all of which promote and protect the health and welfare of animals and people. *Simply put, our mission is to Teach, Heal, Discover and Serve.*

Veterinarians throughout the Midwest refer animal clients to the **Veterinary Health Center** for specialized diagnoses and treatment. With sophisticated therapeutic equipment that includes an underwater treadmill, advanced imaging techniques, and groundbreaking equine lameness diagnostic equipment, we are a center for animal healthcare.

Our **Small Animal Front Desk Staff** play a critical role for the hospital, serving as the first face our clients meet as well as a central hub for the clinic and its operations. Incumbents handle front desk reception duties as well as numerous other administrative and customer-related duties.

Key responsibilities of this position include:

- Provide outstanding, professional customer service at the Veterinary Health Center front desk; answer and route phone calls; managing in-person foot traffic and greeting clients.
- Receive emergency cases and page trauma and emergency personnel.
- Utilize clinic record keeping systems and platforms to properly register and admit patients; confirm or update patient and client information; and schedule appointments, verifying patient symptoms and medical issues to ensure appropriate service.
- Work closely with the veterinarians, students, technicians, and other staff to ensure adherence to business processes, policies, and procedures. Provide training and orientation to new students, faculty, and staff on processes and systems as needed.
- Effectively navigate stressful client encounters and situations while maintaining a positive and professional demeanor.
- Maintain a professional and inviting reception space and environment.
- Other duties as assigned.

Shift:

Full-time 40-hour week position, Monday - Friday 7:30am to 4:30pm

Minimum Qualifications:

- High School Diploma or the equivalent.
- Three years of customer service and or clerical experience is required. Education may be substituted in lieu of experience.

- Ability to operate a personal computer is necessary.

Preferred Qualifications:

Successful candidate will exhibit the following skills and core competencies:

- Present a friendly and empathetic demeanor.
- Maintain a high level of professionalism.
- Communicate clearly and effectively with diverse internal and external constituent and client
- Be able to thrive in a busy, fast-paced environment and effectively manage multiple tasks,
- Bring a high degree of organization and attention to detail.
- Exhibit a willingness to learn and grow professionally, as well as be a supportive and collegial
- Previous experience providing in-person, client-focused, customer service at in a clinic,
- Previous experience within a medical or veterinary setting and familiarity with medical or veterinary terminology.

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Anticipated Hiring Range:

Salary Range: \$16.00 - \$16.25/hour

Grade: GGS PAT 3A

University Title: Customer Service Representative

Internal applicants can determine their university title by accessing the Talent Profile tile in myHR.

Community Information:

Columbia offers small-town friendliness with big city features and a high quality of life for people of all ages and interests. Founded on education and known as an ideal college town, its location also makes it an attractive spot for businesses and travelers. Located on Interstate 70 and U.S. Highway 63, Columbia is right in the middle of the state and the nation. Just a couple hours' drive from St. Louis and Kansas City, Columbia is Boone County's largest population center offering big-city culture, activities, and resources with a low cost of living. Columbia is home to a variety of restaurants and entertainment venues and hosts more than a dozen cultural festivals each year. If you want to grow your career, continue your education, raise a family, and retire, Columbia is a good place to be!

Benefit Eligibility:

This position is eligible for University benefits. The University offers a comprehensive benefits package, including medical, dental and vision plans, retirement, paid time off, and educational fee discounts. For additional information on University benefits, please visit the Faculty & Staff Benefits website at <http://www.umsystem.edu/totalrewards/benefits>

Values Commitment:

We value the uniqueness of every individual and strive to ensure each person's success. Contributions from individuals with diverse backgrounds, experiences and perspectives promote intellectual pluralism and enable us to achieve the excellence that we seek in learning, research and engagement. This commitment makes our university a better place to work, learn and innovate.

In your application materials, please discuss your experiences and expertise that support these values and enrich our missions of teaching, research, and engagement.

Equal Employment Opportunity:

The University of Missouri System is an Equal Opportunity Employer. Equal Opportunity is and shall be provided for all employees and applicants for employment on the basis of their demonstrated ability and competence without unlawful discrimination on the basis of their race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender identity, gender expression, age, disability, or protected veteran status, or any other status protected by applicable state or federal law. This policy

applies to all employment decisions including, but not limited to, recruiting, hiring, training, promotions, pay practices, benefits, disciplinary actions and terminations. For more information, visit <https://www.umssystem.edu/ums/hr/eeo> or call the Director of Employee and Labor Relations at 573-882-7976.

To request ADA accommodations, please call the Director of Accessibility and ADA at 573-884-7278.