

**Position Title:** Customer Service Representative – Small Animal Cashier

**Department:** Veterinary Medicine and Surgery

**Position Type:** Full-time Staff

**Job ID:** 51146

**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.

We are seeking a **Customer Service Rep in our Small Animal Area Cashier's office**. Our facility, located at Clydesdale Hall, provides state-of-the-art teaching and medical services, including ambulatory services. In addition to regular check-ups and preventive health care, we feature cutting edge surgical and intensive lifesaving medical care.

The main duties are to perform cashiering tasks and customer service:

- Close bill orders.
- Receive payments from clients and post to their account.
- Create, maintain, and post payments for those on payment plan.
- Process credit card refunds.
- Make collection calls.
- Serve as back-up for the front desk staff.

**Shift:**

Monday – Friday: 8am – 5pm

**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 team member.

Additionally:

- 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.

**Anticipated Hiring Range:**

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

Grade: PAT 3A

University Title: Customer Service Representative

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

**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.umsystem.edu/ums/hr/eo> 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.