

Position Title: Customer Service Representative / Hospital Liaison

Department: Veterinary Medicine & Surgery

Position Type: Staff

Job ID: 52223

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 - Hospital Liaison in our Small Animal Clinic**. 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.

This position serves as support in all areas of the Small Animal Clinic in the Veterinary Health Center.

Primary duties include:

- Receiving a large volume of phone calls for purpose of making appointments, answering client questions, and facilitating/sending messages to the appropriate services
- Verify, create, and update client/patient information in an electronic hospital information system
- Audit patient records in multiple formats for purpose of entering charges
- Take deposits and other payments as needed
- Work directly with technicians, assistants, clinicians, and students to provide overall assistance to the service. Examples of other assistance includes managing the service's cancellation list, sending appointment reminders, providing service-tailored expectations for initial appointments, and generalized cost estimates

Shift:

Full-time position, 40 hours per week, 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 candidates will exhibit the following skills and core competencies:

- Previous experience providing in-person, client-focused, customer service in a clinic, practice, or professional office setting
- Previous experience within a medical or veterinary setting and familiarity with medical or veterinary terminology and practice is highly valuable
- Present a friendly and empathetic demeanor
- Maintain a high level of professionalism
- Communicate clearly and effectively with diverse internal and external constituent and client populations
- Be able to thrive in a busy, fast-paced environment and effectively manage multiple tasks, projects, and priorities
- 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

Anticipated Hiring Range:

Salary Range: \$14.00 - \$16.25 hourly

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. As part of your total compensation, the University offers a comprehensive benefits package, including medical, dental and vision plans, retirement, paid time off, short- and long-term disability, paid parental leave, paid caregiver leave, and educational fee discounts for all four UM System campuses. For additional information on University benefits, please visit the Faculty & Staff Benefits website at <https://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/eoo> 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.