

CSR Job Description:

The CSR (Client Service Representative) is responsible for representing the hospital through client service. Receptionists must possess good critical thinking and problem-solving skills. They must be compassionate, have a positive attitude, and teamwork skills. Excellent client communication skills and commitment to outstanding client service are essential.

Receptionists are responsible for:

Client Service:

- Prepping appointment materials & ensuring that they are utilized.
- (Writing patient names on the welcome board daily.?)
- Greeting every client that walks in the door, ensuring a safe and friendly environment while in the reception area.
- Proper telephone skills, answering quickly, entering conversations into the record, and taking messages appropriately.
- Updating/checking the client and patient information in computer:
 - Email
 - Cell number
 - Correct address
 - Patient picture
 - Patient weight
 - Patient demeanor
 - Linking or scanning documents to client files
 - Microchip numbers
- Scheduling appointments:
 - Sharing routine care pricing with owners
 - Reminding owner to bring samples
 - Knowing symptoms of possible contagious diseases & what instructions to give the owner
 - Forward booking rechecks and routine appointments for clients.
- Marking patients as arrived in the PIMs. (+/- Placing clients & patients into exam rooms.)
- Client education including:
 - Types of prevention we carry (flea/tick/heartworm)
 - Prescription food
 - Hospital policy
 - Commonly used medications
- Invoicing:
 - Knowledge of our payment protocol and our recommended sources for financial assistance
 - Checking clients out for walk-in transactions
 - Checking clients out for daily appointments
 - Explaining the bill & answering billing questions
 - Knowledge of coupons & rebates available
- Knowledge of our online pharmacy and client communication app with the ability to navigate and inform owners of the uses.
- Ability to go over forms and paperwork before & after surgery.

- Knowledge of discharge instructions with ability to cover with an owner if information was already covered by a technician over the phone.
- End of Life Care:
 - Going over forms and paperwork for euthanasia including aftercare selection
 - Notifies the owner when cremains are returned

General Duties:

- Understanding the types of medications kept in the hospital and where they are located.
 - Have understanding of commonly used abbreviations like BID, PO, and q24h.
 - Filling prescriptions when labels are printed
- Advanced knowledge of the computer system with the ability to train other staff members & troubleshoot problems.
- Taking mail to the mailbox.
- Keeping all areas of the hospital clean and tidy throughout the day.
 - Washing dishes utilized in the hospital.
 - Assisting with closing duties at the end of the day.
- Balancing the drawer at the end of the night, adding to the bank deposit.
- Help veterinarians or other staff members accomplish tasks to allow the hospital to run smoothly.
- Knowledge of other job descriptions and assisting in training new staff.