

**Position Title:** Client Service Representatives (Receptionists)  
**Reports to:** Head of Client Services  
**Department:** Client Care Services  
**Status:** Full-time, Part-time (Permanent)

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### Position Summary

The Client Service Representative will act as the first point of contact for clients and is responsible for setting an example of high-level client care and teamwork at Pulse Veterinary Specialists & Emergency.

They will report to Head of Client Services and work closely with the Client Care team to deliver exceptional patient and client care to ensure all feel welcomed and cared for. The Client Service Representative will support all emergency and specialty teams including: Cardiology, Dentistry, Neurology, Ophthalmology, Radiology, Surgery, and Internal Medicine.

The ideal candidate values maintaining a collegial working culture and prioritizes embracing the strategy, commitments, and goals of the organization.

As a 24-hour emergency facility, this position will require shift work (days, nights, weekends, holidays).

### Duties and Responsibilities

- Delivers exceptional client care.
- Creates a welcoming environment for patients and clients.
- Greets patients and their owners as they arrive.
- Responds to incoming emergencies.
- Answers and triages incoming telephone calls.
- Manages email correspondence including client and referral inquiries, as well as internal messages.
- Schedules, tracks, and follows-up on appointments.
- Maintains practice software including client and patient record management.
- Prepares estimates, invoices, and processes payments.
- Performs housekeeping duties to maintain cleanliness of reception and common areas. Ensures internal and external hospital cleaning schedules are followed.
- Admits and discharges patients.
- Assists with educating clients about insurance and home care instructions as required.
- Coordinates and processes end of life care for patients and their families.
- Supports management of client complaints as required in partnership with the Head of Client Services and Hospital Director, interacting with clientele to deescalate, resolve, and/or escalate issues in a timely fashion.
- Follows all SOPs to support smooth hospital operations.
- Follows all federal and provincial animal health laws and regulations regarding workplace health and safety.
- Openly and proactively communicates updates to Head of Client Services and other department team members. Prioritize interdepartmental synergy by maintaining open lines of communication with other departments.

*Other duties may be assigned as required.*



## Qualifications

The ideal candidate will have:

### Education and Experience

- Minimum of 1 year customer service or front desk experience is preferred (ideally in a medical or hospitality setting).
- Post secondary education is considered an asset.

### Knowledge, Skills and Abilities

- Exceptional customer service skills.
- Strong interpersonal, verbal, and written communication skills.
- Proven active listening and problem-solving skills.
- Understands how to communicate difficult/sensitive information professionally. Aptitude for making clients feel welcomed and comfortable.
- Ability to adapt to changing situations and remain calm in stressful situations.
- Strong time management and organizational skills including the abilities to plan, coordinate, multitask, and prioritize. Ability to carry out tasks independently.
- Genuine interest and initiative to help Pulse be the best practice it can be.
- Strong initiative and desire to be an integral key player in the growth and maturation of the Client Care team.
- Intrinsic desire to grow personally and professionally.

## Company Benefits

Pulse employees receive:

- Competitive compensation package
- Personal pet discounts
- Uniform allowance
- Health benefits
- Paid time off
- On-site parking
- Deferred profit-sharing plans
- Opportunities for growth and professional development
- Access to a diverse team with varied experience and knowledge