**Position Title:** **Head of Client Services**

**Reports to:**  **Hospital Director**  
**Department:** **Client Care Services**

**Status: Full-time, Permanent**

**Position Summary**

The Head of Client Services will report to and support the Hospital Director in leading the Client Services team to deliver exceptional patient and client care to ensure all feel welcomed and cared for. They will oversee the Client Care Services department and is responsible for setting an example of high-level client care and teamwork at Pulse Veterinary Specialists & Emergency.

The Client Services team 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, and holidays).

**Duties and Responsibilities**

Client Services:

* 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.
* Coordinates and provides employee absence coverage to support Client Care operations as needed.
* Manages email correspondence including client and referral inquiries, as well as internal messages.
* Performs housekeeping duties to maintain the 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.
* Prepares estimates, invoices, and processes payments.
* 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 the Hospital Director and other department team members. Prioritize interdepartmental synergy by maintaining open lines of communication with other departments.

Administration and Scheduling:

* Manages scheduling for Client Care team members including developing and communicating schedules, editing, and reviewing timesheets, approving overtime, tracking vacation requests, arranging appropriate coverage for vacations and sick time, and ensuring staff members are trained in their respective areas to allow for departmental coverage and a smooth transition.
* Troubleshoots and maintains practice software including employee management platforms.
* Collections and Accounts Payable
* Manage and correct billing for rescue organizations
* Act as the liaison with pet insurance and cremation companies.
* Inventory management and ordering of office and morgue supplies.
* Serve as a co-chair of the Occupational Health and Safety Committee
* Social Media content maintenance, including creating and sharing posts

People Management and HR Support:

* Oversees the day-to-day general management of the Client Care team members.
* Manages Client Care recruitment and hiring efforts and coordinates with human resources to interview internal and external candidates, perform reference checks, facilitate job shadowing, make recommendations for hiring, extend offer letters, and coordinate new hires with Hospital Director.
* Develop training materials for the Client Services Team
* Liaises with Hospital Director, and human resources to manage employee matters including performance management and conflict resolution within the team.

*Other duties may be assigned as required.*

**Qualifications**

The ideal candidate will have:

Education and Experience

* Minimum five (5) years of experience in customer service, with at least two (2) of those years in a senior-level position (ideally in a medical or hospitality setting).
* Experience working with veterinary computer software
* Previous experience in a supervisory role is considered an asset.
* Post-secondary education is considered an asset.

Knowledge, Skills, and Abilities

* Demonstrated ability to lead, motivate, and develop teams.
* Exceptional interpersonal, verbal, and written communication skills.
* Proven active listening and problem-solving skills.
* Understands how to communicate difficult/sensitive information professionally.
* Strong time management and organizational skills including the abilities to plan, coordinate, multi-task, and prioritize.
* 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 Pulse 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
* Deferred profit-sharing plans
* Opportunities for growth and professional development
* Access to a diverse team with varied experience and knowledge