The University of Guelph is committed to equity in its policies, practices, and programs, supports diversity in its teaching, learning and work environments, and ensures that applications for members of underrepresented groups are seriously considered under its employment equity policy. All qualified individuals who would contribute to the further diversification of our University community are encouraged to apply.

Client Services Clerk

Ontario Veterinary College Health Sciences Centre
Temporary part-time from March 2016 – March 2017

Hiring #: 2016-0124

Please read the Application Instructions [1] before applying

The position is responsible for providing exceptional service to the clients of the Ontario Veterinary College Health Sciences Centre and, is an integral part of the OVC HSC veterinary care team.

The incumbent is responsible for: welcoming, admitting, discharging, and transferring all patient and client information within the HSC information system (HSCis); scheduling all patients and clients within the HSCis, cashiering and invoicing of all information pertaining to OVC HSC patients and clients. The incumbent is responsible for processing all incoming telephone calls and for providing a warm welcome to clients and visitors both on the phone and at the reception areas.

The incumbent will be cross trained to work in multiple client service areas of the Health Sciences Centre which include but are not limited to: Companion Animal Client Services, Animal Cancer Centre Client Services and Large Animal Client Services.

In addition, the incumbent may be required to work in technical and non-technical areas within the hospital and, the incumbent will be assigned to work in a variety of service areas based on operational requirements.

Requirements of the position include: Successful completion of a one (1) year Veterinary Office Administration, Medical Office Administration program plus some related experience in a veterinary/medical environment or an equivalent combination of education and experience. Demonstrated working knowledge of medical terminology; strong computer skills; experience in handling payments and cash. Excellent communication and interpersonal skills; organizational skills; client service skills; ability to perform a high volume of work accurately and promptly; ability to prioritize and work under tight timelines. Must be able to work independently and as part of a team. Flexibility in scheduling availability is required. The incumbent will be required to work a variety of shifts including evenings and weekends.

A protective rabies titre is required.

Classification: Excluded Salary Grid Band 3
Normal Hiring Range: $19.91 – $22.24

Posting Date: 2016 03 11
Closing Date: 2016 03 18