Client Service Associate

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.

Forbes Ranks U of G Among Canada's Top Employers [1]

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Client Service Associate

Smith Lane Animal Hospital
Hill’s Pet Nutrition Primary Healthcare Centre
Ontario Veterinary College Health Sciences Centre

Hiring #: 2016-0367

Please read the Application Instructions [2] before applying

Functioning as part of a healthcare delivery team whose mandate is to ensure patient health and safety in a highly customer oriented environment; the successful candidate will provide quality front line customer service to clients of the PHC. In addition, they will provide guidance regarding the basic elements of client service to veterinary students.

Specific customer service responsibilities include: greeting, orienting, registering and directing clients in a professional and welcoming manner in-person and on the telephone; answering and triaging telephone calls; scheduling appointments; collecting and securing payments; assisting clients to resolve issues related to their pet or their relationship with PHC; coordinating communication with other members of the PHC team regarding patient care and client service; obtaining feedback regarding client satisfaction.

Other responsibilities will include: assisting in creating and maintaining best practices and standard operating procedures for outstanding client service; orienting veterinary students to the principles of client service and providing them with opportunities to participate; providing constructive feedback to students and responding to their questions; functioning as part of the healthcare delivery team towards achieving the practice performance goals of the PHC; identifying and proposing solutions to improve efficiency and quality of patient care and customer service; other associated duties.

Requirements of the position include: completion of a 1 year medical office administration program plus 1 year related experience in a high volume veterinary customer service environment, or an equivalent combination of education and experience. Other requirements include; experience with Global Transport payment solutions; demonstrated exceptional communication and customer service skills, preferably in a healthcare delivery context; a positive and willing approach to problem solving; a commitment to professional development and learning; computer literacy (word processing, database and spreadsheet management); experience in handling payments and cash. Familiarity with veterinary terminology and procedures and electronic medical records will be considered an asset. Must enjoy working with animals and be able to work independently as part of a team.

The incumbent will be cross trained in other areas of the PHC and the OVC Health Sciences Centre based on operational requirements. Shift work is required. A protective rabies titre is required.
Position Number         614-003
Classification               USW, Local 4120 Salary Band 3*
Salary Range              $20.20 Minimum (Level 1)
$22.55 Normal Hiring Limit (Level 3)
$27.26 Job Rate (Level 7)

*Tentative evaluation; subject to committee review.

Posting Date: 2016 09 09
Closing Date: 2016 09 16