Client Services Clerk

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Office, Clerical and Technical

Position covered by the Collective Agreement with USW Local 4120

Ontario Veterinary College Health Sciences Centre

Hiring #: 2017-0572

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 providing a warm welcome to clients and visitors via phone, email and at reception areas. They will be responsible for scheduling, admitting and discharging patients and ensuring accurate invoicing and handling of payments.

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 Hospital, Animal Cancer Centre and Large Animal Hospital.

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 or an equivalent combination of education and experience obtained in a veterinary/medical environment. The incumbent must have a working knowledge of medical terminology, demonstrated computer skills and experience in handling payments and cash. Excellent interpersonal skills, organizational skills, client service skills, and the ability to work in a hectic environment are required. 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.

Position Number 621-028
Classification USW, Local 4120 Salary Band 3*
Salary Range $20.50 Minimum (Level 1)
$22.89 Normal Hiring Limit (Level 3)
$27.67 Job Rate (Level 7)

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.
*Tentative evaluation; subject to committee review.

**Posting Date:** 2017 11 20  
**Closing Date:** 2017 11 27

**Source URL:** https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/client-services-clerk

**Links**  
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply  