Client Service Associate

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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

Temporary full-time from December 2, 2017 to May 15, 2018

Temporary absence of the regular incumbent

Hiring #: 2017-0601

Please read the Application Instructions [1] 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 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 and 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.

Covering Position Number 614-004
Classification USW, Local 4120 Salary Band 3*
Client Service Associate
Published on Human Resources (https://www.uoguelph.ca/hr)

Normal Hiring Range  $20.50 - $22.89 per hour

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

Posting Date: 2017 11 22
Closing Date: 2017 11 29

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/client-service-associate

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