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## Auburn University Job Description

Job Title: **Supv, Veterinary Client Services**

Job Family: No Family

Job Code: **IA29**

Grade VT08 \$ 42,000 - \$67,200

FLSA status: Exempt

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### Job Summary

Reporting to the Client Services Manager, the Supervisor of Veterinary Client Services provides operational oversight of daily administrative support functions, which includes supervising employees, maintaining workflows and addressing service issues.

### Essential Functions

1. Supervises and provides performance management for a large staff of full-time, TES and student employees that are responsible for year round 24/7 administrative support to the Veterinary Teaching Hospitals.
2. Maintains the client scheduling system which includes creating new templates, extending schedules, and addressing any issues that may arise with service personnel, IT and/or the Client Services Manager.
3. Assists the Client Services Manager in identifying inefficient workflows and problem solving solutions.
4. Investigates client issues and reports findings to the Client Services Manager and/or the Associate Dean of Clinical Affairs.
5. Reinforces the Veterinary Teaching Hospitals policies and procedures and helps implement new training modules, as well as onboarding new employees to specific service areas.
6. Performs front-desk responsibilities such as answering a multi-line phone system, opening client records, making appointments, and taking payments as necessary for deposits and discharges for the Veterinary Teaching Hospitals.
7. Collects and records data involving medical records/case load/call volume.
8. Ensures records are opened properly and entries made as appropriate; ensuring that the medicals records are scanned and entered into the electronic medical record in a timely fashion.
9. Performs other duties as assigned.

### Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Some college; vocational or Associate's Degree	Degree in Management, Healthcare Administration, or related field.
<b>Experience (yrs.)</b>	3	Experience in client services in a healthcare administration setting, human or veterinary. At least one year supervising, leading, or mentoring employees.

#### **Substitutions allowed for Education:**

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

#### **Substitutions allowed for Experience:**

Indicated experience is required; no substitutions allowed.

#### **Minimum Required Knowledge**

Knowledge of medical terminology.

#### **Certification or Licensure Requirements**

None required.

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, talking, hearing, .

Job occasionally requires reaching, climbing or balancing, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 10/24/2022

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