AUBURN
Human Resources

Veterinary Customer Services Representative II

Job Description

JOB INFORMATION

Job Code	AA79B
Job Description Title	Veterinary Customer Services Representative II
Pay Grade	AS04
Range Minimum	$32,560
33rd %	$36,360
Range Midpoint	$38,260
67th %	$40,160
Range Maximum	$43,950
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/10/2022

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Administrative Support

JOB SUMMARY

Responsible for clerical duties related to veterinary care and treatment, processes invoices and payments, direct incoming phone calls, and provide support to veterinary team. Processes clients' animals for admission into and discharge out of Auburn University Veterinary Teaching Hospitals.

RESPONSIBILITIES

- Welcomes clients to the hospital, registers clients' animals that are in need of medical attention and verifies client information and referring veterinarian. Ensures all proper paperwork is completed, gathers records from other veterinary facilities as needed, compiles the physical medical record, and alerts the appropriate clinical personnel of the patient's arrival. Appropriately directs clients to areas within the clinic for animal care and continues to ensure client's visit is successful.
- Receives and screens telephone calls to include scheduling appointments; provides information and assistance to callers and/or visitors regarding clinic and hospital procedures and processes; determines appropriate course of action, referral, or response.
- Contacts clients to confirm appointments, providing clients any information or instructions needed prior to their appointment. Communicates admissions information, fees, discharge date(s), clinic regulations, or other clinic services to clients.
- Discharges clients in a timely and appropriate manner. Ensures bill order is complete and has been verified by hospital auditors, ensures all medications have been given to the client. Addresses any past accounts or financial follow-ups. Confirms client does not have any further clinical questions.
- Generates, analyzes, validates, and verifies, financial records in-house as well as prepares, records, and verifies daily deposits and cash reports for Bursar's office.
- May assist clinicians with patient examinations, simple treatments, and recording patient data under direct supervision.
- Abides by rules and regulations for Veterinary Client Representatives as defined by the American Animal Hospital Association and policies and protocol of the College of Veterinary Medicine and teaching hospitals.
- May assist veterinary technicians with basic patient care such as, restraining patients while clinical staff administers treatments, giving basic medications by direction of detailed treatment schedule, feeding patients, icing incisions, changing out fluids, nebulizing patients, and flushing catheters under supervision by clinical staff.
- May assist in cleaning kennels, stocking medical supplies, and uploading a clean and safe clinical working environment.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED			2 years of	experience in a veterinary, medical office, or hospital setting working with medical records and hospital information systems.	

Substitutions Allowed for Experience	Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Standard knowledge of office functions.	
Working knowledge of Auburn University administrative systems appropriate to the position.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting				X		
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Hearing				X		
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.