AUBURN
Human Resources

Mgr, Client Services
Job Description

JOB INFORMATION

Job Code	IA19
Job Description Title	Mgr, Client Services
Pay Grade	AS12
Range Minimum	$55,350
33rd %	$68,260
Range Midpoint	$74,720
67th %	$81,180
Range Maximum	$94,090
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	8/28/2018

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Manages the operations within the College of Veterinary Medicine (CVM) Veterinary Teaching Hospital to include administrative operations, client services, client intake, medical records, and financial records.

RESPONSIBILITIES

- Manages multiple client services based operations within the teaching Hospital.
- Oversees financial services operations within the teaching hospital, particularly in relation to Client Services.
- Manages assigned staff of Client Services to include human resources related functions such as leading recruitment efforts, reviewing resumes, conducting interviews, and conducting performance review evaluations. Assists in resolving employee relations issues in collaboration with CVM Human Resources.
- Collaborates with hospital leadership to evaluate internal processes and determine best practices and procedures for patient and client care. Meets with clients to understand needs and ensures support can be provided. Ensures quality and timely responsiveness of employee's assigned duties, including after-hours and emergency calls.
- Manages staff development with a strong focus on client care. Facilitates continuing education for interaction with clients, students, and faculty. Oversees onboarding of new employees, maintains training programs focusing on cross training of personnel within areas of Client Services.
- Assists the Hospital Director and/or Hospital Administrator in evaluating client satisfaction metrics and goals for improvements. Reviews satisfaction surveys, addresses areas of improvement if necessary.
- Collaborates with IT, Marketing department, and other areas of CVM for software updates, materials and promotion, events, for the teaching hospital in relation to Client Services.
- Serves as a liaison between the faculty of the teaching hospital and Client Services.

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

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	
Bachelor's Degree	Degree in Business, Healthcare Administration, Public Administration, Management, or related.	and	5 years of	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	Yes
Substitution 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.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge healthcare administration in regards to client services.	

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	
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.