AUBURN
Human Resources

Supv, Veterinary Client Services

Job Description

JOB INFORMATION

Job Code	IA29
Job Description Title	Supv, Veterinary Client Services
Pay Grade	VT08
Range Minimum	$47,970
33rd %	$57,560
Range Midpoint	$62,360
67th %	$67,150
Range Maximum	$76,750
Exemption Status	Exempt
Organizational use restricted to the following divisions	139 College of Veterinary Medicine
Approved Date:	12/5/2025 11:58:32 AM

JOB FAMILY AND FUNCTION

Job Family:	Veterinary & Animal Care
Job Function:	Vet Operations

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.

RESPONSIBILITIES

- 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.
- 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.
- Assists the Client Services Manager in identifying inefficient workflows and problem solving solutions.
- Investigates client issues and reports findings to the Client Services Manager and/or the Associate Dean of Clinical Affairs.
- Reinforces the Veterinary Teaching Hospitals policies and procedures and helps implement new training modules, as well as onboarding new employees to specific service areas.
- 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.
- Collects and records data involving medical records/case load/call volume.
- 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.

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	
Associate's Degree	No specific discipline required.	and	3 years of	experience managing operations and delivering exceptional customer service in a healthcare, veterinary, or comparable service-oriented environment. At least 1 year supervising or managing employees.	Or
Bachelor's Degree	No specific discipline required.	and	1 year of	experience managing operations and delivering exceptional customer service in a healthcare, veterinary, or comparable service-oriented environment. At least 1 year supervising or managing employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of medical terminology.	

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.