AUBURN
Human Resources

Client Advocate II, Vet School

Job Description

JOB INFORMATION

Job Code	IB08B
Job Description Title	Client Advocate II, Vet School
Pay Grade	VT06
Range Minimum	$41,230
33rd %	$48,100
Range Midpoint	$51,530
67th %	$54,970
Range Maximum	$61,840
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	7/30/2010

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Functions as an interface with clients of the large and small animal hospital that have or had patients in the hospital by offering them assistance and by identifying and passively cultivating hospital clients for the Hospital's development effort.

RESPONSIBILITIES

- Acts as liaison between clients and staff by utilizing social work skills to assess client needs and to communicate pertinent patient information such as progress and delays in the treatment of the patient.
- Develops leads for the new teaching hospital building fund.
- Creates and maintains records of prospects, contacts, and constituents.
- Participates in the University's Development activities through the College of Veterinary Medicine development staff.
- Establishes a working model for promoting a comforting and pleasant experience for small and large animal clients while identifying potential donors for major gifts.
- Establishes a working model for moving prospects through the development process.

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	In Business, Marketing, Communications, Public Relations, Animal Science, related scientific field or related field	and	2 years of	Experience in public relations work and general office operations and/or health care practices	

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.	
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 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		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically.