AUBURN
Human Resources

Large Animal Client Coord

Job Description

JOB INFORMATION

Job Code	IC17
Job Description Title	Large Animal Client Coord
Pay Grade	VT05
Range Minimum	$39,040
33rd %	$44,250
Range Midpoint	$46,850
67th %	$49,450
Range Maximum	$54,660
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	139 College of Veterinary Medicine
Approved Date:	10/2/2026 3:55:22 PM

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

The Coord, Large Animal Client is responsible for coordinating all aspects of Client Services and Food Animal Services.

RESPONSIBILITIES

- Serves as the primary point of contact for client communications within the Food Animal service. Coordinates client services by scheduling appointments for client-owned and university-owned animals, facilitating patient admissions, processing financial discharges, and ensuring the accuracy of client and patient demographic information.
- Manages Food Animal donation activities in support of teaching and research programs by maintaining donation records, establishing and updating client and patient accounts, transferring patients to the appropriate accounts, and documenting the purpose and end date of donated animals. Coordinates sample collection with Veterinary Teaching Hospital and Department of Clinical Sciences personnel at the time of donation.
- Coordinates Food Animal semen and embryo management services by maintaining client communications, processing billing activities, arranging shipping and receiving, managing storage inventories, maintaining laboratory supplies, and performing routine cleaning and maintenance of laboratory equipment.
- Collaborates with faculty and clinical personnel regarding diagnostic sample collection for client-owned food animals. Ensures all biomedical samples and reference laboratory submissions are accurately labeled, properly processed, and shipped in a timely manner to support patient care and research objectives.
- Monitors patient charges and interdepartmental billing to ensure services are accurately captured and invoiced promptly. Communicates billing discrepancies or related concerns to the Veterinary Teaching Hospital Financial Coordinator and assists with resolution as needed.
- Facilitates medical records requests and laboratory result communications by attaching finalized test results to patient records, maintaining accurate documentation, and distributing results to appropriate clinical personnel.
- Transports diagnostic samples to designated laboratories, including the State Diagnostic Laboratory and College of Veterinary Medicine laboratories. Assists with pharmacy pick-up and delivery services for patient treatments and university-owned herds.
- Coordinates ancillary services and diagnostic procedures for Food Animal patients and university-owned animals. Communicates service requests with ancillary departments, enters procedures and diagnostics into VetView, and ensures all results, reports, and images are accurately incorporated into patient records.
- Develops and maintains three-week and six-week veterinary student rotation schedules, including day and night assignments, to ensure adequate clinical coverage and support educational program objectives.

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	High School Diploma or equivalent	and	6 years of	Experience in a veterinary, medical office, or hospital setting working with medical records and hospital information systems. Experience with Food/Farm Animals preferred.	
Bachelor's Degree	Animal Science or related field	and	2 years of	Experience in a veterinary, medical office, or hospital setting working with medical records and hospital information systems. Experience with Food/Farm Animals preferred.	

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

Knowledge of large animal handling, processes, methods, and procedures associate with a limited range of medical engineering or scientific problems.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State	Valid Driver's License	Upon Hire	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			25 lbs
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.