



**JOB INFORMATION**

Job Code	IA29
Job Description Title	Supv, Veterinary Client Services
Pay Grade	VT08
Range Minimum	\$45,220
33rd %	\$54,260
Range Midpoint	\$58,780
67th %	\$63,310
Range Maximum	\$72,350
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	10/24/2022

**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.
- Performs other duties as assigned.

**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.
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**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 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
Some college; vocational or Associate's Degree	Degree in Management, Healthcare Administration, or related field.	3 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 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		

# WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
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.