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## Auburn University Job Description

Job Title: **Large Animal Client Coord**

Grade VT05 \$34,200 - \$47,900

Job Code: **IC17**

FLSA status: Non-exempt

Job Family: Veterinary & Animal Care

Job Function: Vet Operations

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### Job Summary

Reporting to the Manager, Large Animal, the Large Animal Client Coordinator is responsible for coordinating all aspects of Client Services and Food Animal Services.

### Essential Functions

1. Serves as the primary point of contact for client communication. Coordinates Client Services by scheduling appointments for client and university-owned animals, by admitting client and university-owned animals, and by processing the financial discharge of client and university-owned animals. Responsible for client and interdepartmental billing for Veterinary Teaching Hospital services and for capturing accurate client and patient demographics.
2. Facilitates Food Animal Donations for teaching and research by maintaining records, ensuring patients are transferred to appropriate accounts, and creating new accounts as needed. Coordinates sample collection at the time of donation with Veterinary Teaching Hospitals and Department of Clinical Sciences staff and notates the purpose/end date of donated animals.
3. Coordinates Food Animal Semen/Embryo Management by maintaining client communication, billing, shipping/receiving, lab supplies, storage management, and the cleaning and maintenance of lab equipment.
4. Communicates with faculty regarding their collection of samples for client-owned food animals to include specific samples and labs. Ensures all biomedical samples and mail-out tests are properly labeled, processed, and shipped in a timely manner.
5. Ensures correct charges are captured and that patients and interdepartmental accounts are billed in a timely manner. Communicates any related issues to the Veterinary Teaching Hospital Financial Coordinator.
6. Facilitates records requests and completes records communications by attaching finalized test results to patient records and by communicating those results to clinical staff members.
7. Physically delivers samples to appropriate laboratories (State Diagnostic Lab and/or College of Veterinary Medicine Labs) and assists with pharmacy pick-up/drop-offs for patients and University herds.
8. Schedules ancillary services for patients and University-owned animals. Facilitates communication between Food Animal and ancillary services, requests ancillary procedures or diagnostics in VetView, and scans any ancillary results or images into patient records.
9. Creates 3-week and/or 6-week rotation schedules for the veterinary students to include day and night schedules.
10. Performs other duties as assigned.

### Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	High School	High School Diploma or Equivalent
<b>Experience (yrs.)</b>	2	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 Education:

Indicated education is required; no substitutions allowed.

#### Substitutions 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 Required Knowledge

Knowledge of general office operations. Must be able to multitask, delegate, communicate effectively and efficiently, and possess the ability to work with various functions within the college.

#### Certification or Licensure Requirements

Valid Driver's License

#### Pre-Employment Screening Requirements

Experience with Food/Farm Animals preferred.

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands.

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/9/2023

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