



JOB INFORMATION

Job Code	IC17
Job Description Title	Large Animal Client Coord
Pay Grade	VT05
Range Minimum	\$37,910
33rd %	\$42,960
Range Midpoint	\$45,490
67th %	\$48,020
Range Maximum	\$53,070
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/9/2023

JOB FAMILY AND FUNCTION

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

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.

RESPONSIBILITIES

- 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.
- 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.
- 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.
- 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.
- 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.
- Facilitates records requests and completes records communications by attaching finalized test results to patient records and by communicating those results to clinical staff members.
- 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.
- 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.
- Creates 3-week and/or 6-week rotation schedules for the veterinary students to include day and night schedules.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.
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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	
High School	High School Diploma or equivalent	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
<i>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.</i>	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting				X		
Lifting			X			Up to 10 Pounds
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking				X		
Hearing				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.