

Veterinary Assistant – Platt Park Veterinary Hospital

Location: 1900 S. Broadway, Denver, CO 80210

Job Type: Full-Time or Part-Time

Welcome to Platt Park Veterinary Hospital!

Congratulations on your new position at **Platt Park Veterinary Hospital!** We're excited to welcome you to our team. As a **Veterinary Customer Service Representative**, you will be the first point of contact for our clients, providing exceptional service and ensuring that pet owners feel valued and informed. Your role is essential to creating a positive experience for our clients and supporting our mission of delivering high-quality veterinary services to the community.

Mission Statement – Platt Park Veterinary Hospital

“Where Big-City Vet Care Meets Small-Town Soul”.

At Platt Park Veterinary Hospital, **our mission is to provide compassionate, high-quality care through innovative veterinary practices, treating every pet and owner as part of our extended family.** We are committed to creating a **supportive environment** where pets receive individualized medical attention and pet owners feel informed and valued. **Rooted in community values**, we strive to promote **wellness, education, and the human-animal bond** in every interaction.

As a member of our team, **upholding this mission is the most important part of your role.** Every task, interaction, and effort should reflect these values to ensure we build lasting relationships with pets and their families while fostering trust within the community we serve.

Reports to: Lead Technician / Team Supervisor, Practice Manager, DVM's.

Key Responsibilities: *Responsibilities will vary based on experience level and comfort with each task. Training and guidance will be provided as needed.*

Include but are not limited to:

Client Communication and Support:

- Greet clients warmly and provide them with prompt, attentive service.
- Answer phone calls, schedule appointments, and handle general inquiries.
- Guide clients through check-in and check-out processes, ensuring a smooth experience.
- Communicate clearly and empathetically with clients about services, fees, and procedures.
- Assist in educating clients about preventive care, hospital services, and post-treatment care.
- Respond to client concerns and direct complex issues to the appropriate team member.

Appointment and Scheduling Management:

- Manage appointment schedules, ensuring efficient use of veterinarian and technician time.
- Monitor Weave reminders and follow-ups to clients regarding appointments, vaccinations, and other essential services.
- Update client and patient information in our database, maintaining accurate and organized records.

Administrative Support:

- Process payments and handle cash transactions securely and accurately.
- Complete client paperwork, forms, and documentation as needed.
- Assist in inventory and ordering processes by monitoring front desk supplies and informing relevant staff when items need replenishment.

Team Collaboration:

- Work closely with veterinarians, technicians, and support staff to ensure seamless client experiences.

- Participate in all staff meetings. **Staff meetings are mandatory unless the staff meeting is scheduled on a requested day off.** You may join virtually if the staff meeting is scheduled on your regular day off.
- Engage in continuing education opportunities to stay informed on industry practices.

Qualifications:

- Previous experience in customer service, especially in a veterinary or medical environment, is preferred.
- Ability to communicate effectively and compassionately with clients.
- Strong organizational skills and the ability to multitask in a fast-paced environment.
- Proficiency in computer systems, particularly in client and appointment management software.
- Strong team-oriented attitude and the willingness to learn and support others.
- Ability to lift and carry up to 20 lbs. as part of occasional tasks.

Work Environment:

- Full-time schedule = 32+ (to be confirmed with Mary).
- Our hospital is open Monday through Friday.
- Full-time staff may work 3 or 4 10-hour shifts per week.
- Part-time staff may work 1 or 2 part-time shifts per week.
- Flexibility in hours may be required to meet hospital needs.
- Some remote administrative duties may be required during onboarding.

Compensation and Benefits:

- Competitive salary based on experience.
- Opportunities for professional growth and advancement within the hospital.
- Comprehensive benefits, including health insurance, vacation, and sick leave (to be discussed with Mary).

Acknowledgment and Agreement:

By signing this job description, I acknowledge that I understand the responsibilities and expectations associated with the role of **Veterinary Customer Service Representative** at Platt Park Veterinary Hospital. I agree to fulfill these duties to the best of my abilities and comply with hospital policies and procedures.

Staff Member's Name: _____

Signature: _____

Date: _____