



## Client Experience Specialist (CES)

**Platt Park Veterinary Hospital | Denver, CO**

**Opening Spring 2026**

**Where Big-City Vet Care Meets Small-Town Soul**

Hey, lovers of all things veterinary. Do you feel the Denver vibe? Sipping coffee from your favorite local cafe, mountains in the distance, sun on your skin, things are happening and you're a part of all of it? And do you dream of working in a hospital that starts each day by checking in with each other, where patient care comes first and team members are celebrated?

We got you. Platt Park Veterinary Hospital is a modern, state-of-the-art veterinary hospital opening in a retro and charming 101-year-old brick building. The hospital is located on South Broadway, in one of Denver's hippest neighborhoods. South Broadway is known for its eclectic and homegrown businesses, such as one-of-kind restaurants, avant-garde clothing stores, used bookstores, antique and artisanal shops and live music venues. Did we mention the food? And, coming soon, South Broadway has...US! (And we got South Broadway 😊).

We're independently owned and deeply committed to thoughtful communication, efficient workflows, and exceptional client experiences.

We're looking for a **Client Experience Specialist (CES)** to be the heart of our lobby and the face of our hospital.

This is more than a front desk role. It's a hospitality-forward position focused on creating a calm, welcoming, and organized experience for clients and patients from the moment they walk through the door.

**Take a look at what we're building!**

 [Join Our Team!](#)

 [Brick House!](#)

 [Restoring Our 101-Year-Old Building!](#)

### **Our Mission (In a Nutshell)**

At Platt Park Veterinary Hospital, **Where Big-City Vet Care Meets Small-Town Soul** means:

- Advanced, modern veterinary medicine delivered with warmth, compassion, and connection. We go extra lengths to make sure pets receive thorough and complete care that addresses client concerns and improves the quality of patients' lives.
- Treating pets and their people like family. We walk the talk.
- A strong commitment to community, education, and even wildlife conservation.

- **A supportive, team-centered workplace** where collaboration, mutual respect, and enjoying your work are genuinely valued. The hospital is independently owned by a veterinarian who works alongside the team and is actively involved in building and supporting the practice.

As a **Client Experience Specialist**, you play a vital role in delivering our mission through exceptional, day-to-day client interactions.

## **About the Role**

The Client Experience Specialist is the in-hospital, lobby-facing CSR role.

- Primary focus: Providing an exceptional in-person client experience by managing lobby flow, escorting clients and patients to exam rooms, supporting hospitality needs, and maintaining a calm, welcoming environment.
- Secondary focus: Supporting check-in/check-out flow, payment processing as needed, and assisting the medical team with client-facing logistics.
- Important note: This role is primarily focused on in-hospital client experience. Phone calls do not ring in the main lobby.

## **What Makes This Special**

- Be part of a start-up hospital where your role helps define the client's experience
- No phone interruptions. Focused on meaningful, in-person interactions
- Work closely with a collaborative medical and leadership team
- Support and work alongside multiple veterinarians and a highly skilled care team practicing advanced medicine, including:
  - Daily urgent care services
  - Daily surgical services
  - Daily dentistry services
  - Daily wellness and internal medicine services
  - Oncology services
  - A board-certified surgeon
  - High-end diagnostics and modern treatment approaches, including an on-site CT machine
- A culture built on respect, teamwork, growth, and enjoying your work

## **Key Responsibilities**

### **Client Experience & Lobby Flow**

- Greet clients and patients warmly and escort them to exam rooms
- Ensure the lobby, beverage station, and waiting area are clean, stocked, and welcoming
- Support exam room flow and turnover
- Offer refreshments and assist clients as needed

### **Client Support & Payments**

- Support check-in and check-out flow
- Process payments for medication pick-ups or discharges as needed
- Assist with client questions and direct medical concerns to appropriate staff

## Hospital Support

- Maintain a clean, organized front-of-house environment
- Collaborate closely with technicians, assistants, and management
- Participate in training and team meetings

## Qualifications

- Customer service experience required; experience in a veterinary, medical, or hospitality setting is a plus.
- Strong interpersonal and communication skills
- Calm, organized, and team-oriented
- Ability to lift up to 20 lbs

## Schedule & Work-Life Balance

- Full-time preferred. Benefits eligibility begins at 35+ hours per week.
- Typically four 10-hour shifts
- Hospital open Monday–Friday, **no weekends!**
- We believe successful hospitals start with well-supported, happy teams

## Compensation & Benefits

- Pay range: starting at \$20, based on experience
- Benefits for full-time team members include health insurance stipend, PTO and sick leave, paid holidays, scrub allowance, EAP support, pet care discounts, snacks, and more

## Why Platt Park Veterinary Hospital?

Because here, you'll help build:

- A hospital rooted in Denver and the Platt Park **community**. A hospital that promotes **wildlife** and **conservation** and helping to take care of our world.
- A culture where people **support each other and have fun**.
- A modern hospital practicing **exceptional medicine**, without losing our **heart**.

**Ready to help build something meaningful? We got you.**

Apply today and become part of the founding team at **Platt Park Veterinary Hospital**.

**Check out our website here:**

[Platt Park Veterinary Hospital](#)

**Follow our social media pages here:**

[Facebook](#)

[Instagram](#)

[TikTok](#)

*Platt Park Veterinary Hospital is an equal opportunity employer committed to fostering an inclusive and diverse work environment.*