

Client Relations Assistant - Department of Ambulatory  
Medicine and Theriogenology  
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=226902>

Downloaded On: Jun. 30, 2024 10:21am

Posted Dec. 6, 2023, set to expire Jul. 1, 2024

<b>Job Title</b>	Client Relations Assistant - Department of Ambulatory Medicine and Theriogenology
<b>Department</b>	Department of Ambulatory Medicine
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Dec. 6, 2023
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Health Services
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/19833?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/19833?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

**Overview**

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The Department of Ambulatory Medicine and Theriogenology (DAMT) is the academic home for the Tufts Veterinary Field Service (TVFS). DAMT promotes the health and well-being of farm and large companion animals through environmentally appropriate husbandry, and population based preventive medical practices and therapies. By modeling evidence-based animal and veterinary care and advising animal caretakers of those principles, we enhance the viability of commercial and private farms and stables, while providing students with practical experience and knowledge. We train professional and graduate students in the prevention, diagnosis and treatment of disease for agricultural animals and horses.

The Tufts Veterinary Field Service is the largest mobile large animal practice in the Northeast. The ten veterinarians in the section make approximately 4,800 farm calls per year, and tend to over 50,000 cows, 2,500 horses, 1,000 sheep, 1,500 goats, and 500 llamas or alpacas.

### What You'll Do

As a Client Relations Assistant, under moderate supervision you will:

- Manage a complex and frequently changing schedule for a busy multi-species and multi-disciplinary ambulatory practice of 11 veterinarians.
- Be a crucial team member to provide excellent client service to our clientele and high-quality administrative support and services to our staff, faculty, and students.
- Primary responsibilities include, but are not limited to;
  - Scheduling appointments
  - Facilitating, and assisting the admission and discharge process of the patient,
  - Obtaining relevant information and history from clients
  - Referring veterinarians, and assist in maintaining complete medical records.
  - Provide general administrative support for business functions as required.
  - Provide exceptional customer service by answering in-bound calls from clients, including triaging and scheduling routine and emergency appointments.
- Effectively manage and coordinate veterinarians' clinical schedules; answer general information calls about clinic services. Schedule and follow-up on farm calls; pre-appointment confirmation of scheduled visits.
- Take accurate messages for veterinarians and route appropriately.
- Cancel and reschedule appointments as needed.
- Strategically organize multiple schedules to reflect on-going and competing priorities, including accurate daily management of commitments for all TVFS clinicians/faculty client appointments, student assignments, meetings for both clinical and academic obligations, teaching responsibilities, etc.
- Review clinician road schedules, both in advance and throughout the day, and adjust routes for geographic efficiency and/or availability as needed.
  - Preparation of health certificates, Coggins forms, and vaccination certificates.
  - Communication of laboratory results as requested by veterinarians.
  - Request records and information from other veterinary facilities
  - Upload lab work and other paper records into electronic patient accounts.
  - Prepare paperwork, request for services, and discharge orders, as needed.

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- Prepare new patients' medical records for upcoming appointments, as needed/requested.
- Responsibility for aspects of practice management software and paper medical records including, but not limited to:
  - Send links via e-mail or thumb drives via mail with all imaging studies performed to clients and referring veterinarians as requested
- Support office administrative functions, including scanning of documents, filing, screening, and sorting mail and unpacking boxes. Monitoring general TVFS email and responding to client needs in a timely and professional manner
- Work collaboratively with other support staff to cross-train and cover busy times of the day, scheduled and unscheduled absences. Duties to cross train include, but are not limited to the following:
  - Packaging and shipping biological samples, and client pharmacy orders
  - Backing-up digital imaging studies for medical records
  - Laundry processing
  - Payment processing in-person and by phone
  - Billing through practice management software based off clinician tick sheets
  - Providing estimates for care
- Other duties as assigned by senior support staff and Practice Administrator.

## What We're Looking For

### Basic Requirements:

- High School Diploma/GED and 2-4 years' of administrative and practical experience in animal agriculture, veterinary or medical practice
- Exceptional interpersonal and communication skills both in person and by telephone.
- Familiarity with veterinary and medical terminology, pharmacology, and animal behavior
- Ability to work in a focused manner in a busy office environment and adjust priorities on an ongoing basis
- Demonstrated attention to detail and accuracy in carrying out job duties is required.
- Demonstrated knowledge of geography of TVFS service area (CT, MA, RI).
- Proficient computer skills including familiarity with Microsoft Office and the ability to learn the practice management software.
- Ability to effectively work independently and as a member of a diverse team of clinical and administrative professionals. Be resourceful and solution oriented.
- Highly-motivated, self-starter, enthusiastic, genuine, empathetic with a positive professional attitude

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- Hold a valid U.S. Driver's License

**Preferred Qualifications:**

- AA/AS degree in Animal Science or Veterinary Technology preferred with 1-3 years related experience.

**Pay Range**

Minimum \$21.80, Midpoint \$25.95, Maximum \$30.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**