

Client Services Assistant Manager - Veterinary School Tufts University

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Posted Feb. 9, 2024, set to expire Dec. 31, 2024

Job Title	Client Services Assistant Manager - Veterinary School
Department	
Institution	Tufts University Medford, Massachusetts
Date Posted	Feb. 9, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Agriculture/Animal Care
Job Website	https://jobs.tufts.edu/jobs/20161?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

The Henry and Lois Foster Hospital for Small Animals provides 24-hour care for pets 365 days of the year. Since 1979, we have offered high quality medical care, consultation, referral and emergency veterinary services for the care of dogs, cats and exotic pets. The hospital also serves as the primary clinical training environment for veterinary students, interns and residents. The Client Service Department, in the Small Animal Hospital, includes Reception, Client Liaisons, ER Triage Liaisons, General Calls and Medical Records. The primary function of this department is to ensure excellence in client service and experience in all interactions at the Foster Hospital for Small Animals.

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What You'll Do

The Client Services Assistant Manager (Liaisons and Coordinators) directly oversees the Call Center and daily operations of the Liaison department. This position is a working supervisor; up to 50% of the work week will be spent covering shifts in the liaison department - managing client appointments via phone/call center. The Assistant Manager works as part of an integrated care team to provide high quality administrative support and service to external and internal customers.

Primary responsibilities as a Client Services Assistant Manager are:

Management

- Direct supervision of Liaison and Coordinator staff and Hospital Call Center in a hybrid model, both on-site and remote.
- Direct supervision of After Care department (staff and Final Gift operations).
- Motivate, train and coach staff to develop technical and soft skills in both office and/or remote settings.
- Monitor calls and client interactions. Provide frequent feedback to staff to ensure they deliver hospitality and excellence in client service.
- Conduct staff performance evaluations 2-4 times a year.
- Recommend and develop new protocols to enhance customer service.
- Provide conflict resolution both internally and externally.
- Conduct monthly staff meetings in collaboration with other client service teams.
- Collaborate daily with Faculty and Medical Directors on Liaison Department Services.
- Attend weekly and monthly meetings for Client Services, HLA and SAH Administration.

Administrative

- Develop and present effective orientations for residents, interns, and students.
- Review and respond to client concerns, document in StringSoft.
- Write manuals, policies and procedures and educate staff and stakeholders.
- Develop and facilitate client service trainings.
- Participate in professional development.
- Manage weekly payroll including overtime and staff scheduling.
- Oversee Campus internal messaging system (Tiger Connect).
- Manage Call Center Application (Talk Desk).
- Manage Confirmation System (TalkSoft).
- Produce weekly/monthly/annual reports as directed for appointment administration and telecommunications.

Appointment Administration

- Schedule initial and follow-up patient appointments with appropriate service and clinician. Confirm, cancel and reschedule appointments as needed.
- Educate clients on hospital policies and protocols including financial policy including mailing new client documents.
- Relay service-specific requirements and information to clients.
- Establish electronic medical record for each new patient.

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- Oversee primary new patient registration.
- Coordinate and complete paperwork for drop-offs and discharges.
- Client Communication: Provide patient updates for inpatients and record in StringSoft. Take messages for clinicians and route appropriately, according to coverage schedule.
- Answer general information calls about hospital services, route medical questions to clinical teams.
- Notify referring veterinarian (RDVM) of patient admission, clinician assigned to the case, and patient status. Record RDVM update in StringSoft. Fax or email daily RDVM updates, discharge and professional report. Notify RDVM of deaths. Fax or mail reports.
- Partner with clinical leaders to coordinate, develop, and maintain clinical schedules in the EMR.

Medical Records

- Collaborate with the Medical Record Manager to ensure proper storage, retrieval, and communication of medical documents.

Miscellaneous

- Other duties as assigned by Manager and Medical Directors.

This position works in collaboration with supervisor peers, the Client Service Manager, the Associate Medical Directors, the Hospital Administrator and Hospital Medical Director in continuous evaluation and improvement on procedures.

The schedule for this position is Monday, Wednesday, Thursday, Friday: 7:45am - 5:00pm.

What We're Looking For

Basic Requirements:

- High School Diploma or the equivalent with 3 years related experience including customer service and management experience in a service-oriented environment.
OR
- Bachelor's degree plus 2 years related experience.
- Highly proficient computer and technical skills.
- Strong writing and public speaking skills.
- Proven experience in leadership, team development, establishing/maintaining excellence in customer service and hospitality, as well as implementing policies that improve client service.

Preferred Qualifications:

- CVT/VA Certification
- Animal technician or Veterinary Assistant experience.
- Bachelor's degree in related field.
- Certifications in office management, leadership development, coaching or client service areas.



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- Knowledge of medical/veterinary terminology.
- Experience in a call center or related area.

Pay Range

Minimum \$26.40, Midpoint \$31.40, Maximum \$36.40

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

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