

Client Services Assistant Manager - Foster Hospital for
Small Animals
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=241922>

Downloaded On: Jul. 27, 2024 12:32pm

Posted Jul. 24, 2024, set to expire Dec. 31, 2024

Job Title	Client Services Assistant Manager - Foster Hospital for Small Animals
Department	Cummings School of Veterinary Medicine
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Fiscal Services Agriculture/Animal Care Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/20756?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

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Cummings School of Veterinary Medicine at Tufts University provides 24-hour care for pets 365 days of the year. Since 1985, 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 Hospitals, includes Reception, Client Liaisons, ECC Triage, 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.

What You'll Do

The Client Services Assistant Manager (Reception) is responsible for overseeing the activities of the reception Supervisors, Assistant Supervisors, and Client Service Assistants to ensure that the reception team provides optimum client service and care. This position will be a working supervisor up to 80% - 90% of the work week will be spent overseeing shifts at the small animal hospital front desk and general calls: performing all department responsibilities while modeling best practices and engaging, training and coaching staff to best performance while developing strong relationships with internal and external clients. The Client Services Assistant Manager is also responsible for developing policies and procedures within the department and interdepartmentally to enhance customer satisfaction, resolve client concerns, hiring and on-boarding staff and developing and engaging team members. This position collaborates with the Client Service Manager, Hospital Administrator, Medical Director and all hospital departments in continuous evaluation and improvement of Hospital Operations.

Essential Functions as the Client Services Assistant Manager include:

- Management:
- Direct supervision of Reception Supervisors, Assistant Supervisors and Client Service Assistants
- Manage Hospital General Calls (weekends and evenings)
- Monitor and give frequent feedback to supervisors and staff ensuring delivery of excellence in hospitality and service on all three shifts.
- Develop and Coach Supervisors and Assistant Supervisors as effective leaders of their teams.
- Ensure excellence in client service with internal and external clients by providing job direction, coaching, training, and continuing education guidance.
- Recommend, develop and implement reception protocols to enhance customer service and increase efficiency.
- Project Leadership on interdepartmental operations including improving efficiencies in clinical communications and systems.

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- Independent responsibility for Reception Department and Team performance including all financial transactions, internal services and client services (maintaining client service score NPS)
- Provide conflict resolution both internally and externally.
- Manage written policies (SOPs).
- Collaborate with Hospital Managers to provide job direction and support for Hospital Service Coordinators.
- Conduct monthly staff meetings in collaboration with department supervisors.
- Oversee staff onboarding, retention, holiday, and on-call work schedules and required training programs.

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.
- Produce weekly/monthly/annual reports as directed for appointment data.
- Identify gaps and inefficiencies in client services – time, cost, client – employee- student satisfaction, and escalate as appropriate
- Special projects as assigned.

Financial Management:

- Responsible for all client financial transactions at SAH front desk.
- Responsible for the collection of payments from clients by cash, check and credit cards. Ensure financial policies are enforced with internal controls. Direct staff ensure that security measures are in place security protocols followed.
- Work with the Accounting staff to reconcile discrepancies and verify financial information.
- During the budget process, work with the hospital administrator to evaluate and justify the needs of the department with regards to requests for additional staff and equipment, taking into consideration the existing caseload and support staff needed versus the tight financial constraints of the Small Animal Hospital.
- Ensure purchases are made with university credit cards and are made within the University purchasing policies. Proper receipts obtained and verified in a timely manner to proper department ID numbers.
- Responsible for staff's weekly payroll and managing over time.

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Reception Coordination: Provide and ensure staff compliance on department protocols and standards including:

- Welcome clients and patients to the Small Animal Hospital
- Guide clients and patients as they arrive in the lobby and as they exit from clinical areas.
- Serve as a liaison between clients and clinical services.
- Register both scheduled and emergency client visits. Review and update client and patient information.
- Review the estimate with client and collect deposit. Request client signatures on required documents.
- Review hospital visitation, financial and discharge policies.
- Coordinate discharges and drop-offs with clinical teams; give client finalized discharge report, medication and pet food as directed.
- Complete day-end reconciliation of financial transactions.
- Schedule follow-up appointments with clients.
- Miscellaneous – Other duties as assigned by Manager and Medical Directors

The schedule for this position is: Monday, Wednesday, Thursday, Friday; 7:45am - 5pm. Rotating Holidays and Weekend on-call, essential personnel

What We're Looking For

Basic Requirements:

- Knowledge and experience as typically acquired by a High school diploma or the equivalent with five years related experience including customer-service and supervisory experience in a service-oriented environment OR
- Bachelor's degree +3 years related experience.
- Strong computer skills with Microsoft Excel, Word, PowerPoint, Electronic Medical Records, Outlook and computer/phone-based communication systems such as Jabber, and soft phones.
- Strong writing and public speaking skills.
- Three years proven experience establishing/maintaining excellence in customer service and hospitality, as well as implementing policies that improve client service.
- Three years direct staff supervision; development and training experience.
- Two years accounting experience including reconciliations, invoicing, preparing and discussing estimate and payment options and policies with clients.

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Preferred Qualifications:

- 3+ years of experience in an academic medical center.
- Bachelor's degree in related field.
- Certifications in office management, leadership development, coaching or client service areas.
- Knowledge of medical/veterinary terminology.

Pay Range

Minimum \$26.70, Midpoint \$31.80, Maximum \$36.80

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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