

Client Liaison
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=247204>

Downloaded On: Oct. 19, 2024 1:15pm

Posted Oct. 17, 2024, set to expire Feb. 28, 2025

Job Title	Client Liaison
Department	Foster Hospital for Small Animals
Institution	Tufts University Medford, Massachusetts
Date Posted	Oct. 17, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Health Services Agriculture/Animal Care Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/21025?lang=en-us&iis=Job+Board&iisn=AcademicKeys

Apply By Email

Job Description

Overview

Cummings School of Veterinary Medicine at Tufts University provides 24-hour care for pets 365 days of the year. We offer high quality medical care, consultation, referral, and emergency veterinary services for the care of dogs, cats and exotic pets. In addition, the hospital creates a positive learning experience for Tufts Cummings School of Veterinary Medicine at Tufts University students and student technicians about small animal medicine and surgery.

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What You'll Do

Cummings School of Veterinary Medicine at Tufts University invites applications for a Client Service Liaison in the Foster Hospital for Small Animals. While primarily focused in all aspects of Client Services, this position will work closely with the front desk and clinical service areas to provide high quality service to external and internal customers. The Client Service Liaison will have a unique role in client experience, scheduling appointments, facilitating communication with referring veterinarians, providing patient updates, and assisting general information callers.

Essential functions as a Client Liaison will be:

- Serve as liaison for clients and hospital clinical services.
- Schedule initial and follow-up appointments.
- Take messages for clinicians and route appropriately, according to coverage schedule.
- Answer general information calls about hospital services; route medical questions to clinical teams.
- Establish electronic medical records.
- Email new client documents and confirm appointments
- Ensure that the entire patient medical history (primary DVM records, all diagnostics, client history, and estimates) is complete and accessible to all members of the health care team for that patient,
- Ensure rabies vaccination status is documented.
- Manage section clinical schedule
- Educate clients on hospital policies and protocols including financial policy.
- Monitor and maintain liaison and clinical service(s) emails
- Manage Clinical Schedules – input into scheduling software, update as needed
- Attend and participate in staff meetings and clinical section meetings.
- On-site presence in clinical areas establishing hospital relationships and enhancing communication models
- Identify inefficiencies to support the optimal level of client care and support to clinical services
- Coordinate and execute all administrative functions to bring about service excellence and efficiency
- Work in partnership with other client service liaisons and hospital services to develop communication pathways to improve client experience and engagement

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- Participate in creating a positive culture that is collaborative and focused on creating a caring environment for clients and team members.
- Develop and update clinical section manuals including writing SOPs, recommend and implement operations improvement initiatives, communicate policy changes, and update to all stakeholders
- Complete other duties as assigned by supervisor including participation in continuing education.

The anticipated schedule for this position is: Monday, Wednesday, Thursday, Friday 8am-5:15pm

What We're Looking For

Basic Requirements:

- High School Diploma or equivalent
- 2 years of customer service experience in a veterinary or medical office
- Exceptional communication skills (both in person and by telephone)
- Ability to remain calm and gather information in emergency situations and display empathy to client.
- Ability to follow emergency protocols including taking action, notifying appropriate authorities, clinical and administrative leadership and security.
- Ability to document and record accurately the events as they happened.
- Ability to prioritize multiple responsibilities within a busy clinical setting.
- Ability to effectively work as a positive member of a diverse team of clinical and administrative professionals.
- Computer skills including familiarity with Microsoft Office and the ability to quickly learn the electronic medical record system.

Preferred qualifications:

- Experience working as Veterinary Technician or Veterinary Assistant
- Associates or Bachelor's degree in relevant field of study.
- 3 -5 years of customer service experience, in veterinary or human medicine.
- Knowledge of medical/veterinary terminology.



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Pay Range

Minimum \$19.20, Midpoint \$22.20, Maximum \$25.40

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