

Client Services Assistant - Small Animal Hospital Tufts University

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Posted Jan. 24, 2025, set to expire Dec. 31, 2025

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| Job Title | Client Services Assistant - Small Animal Hospital |
| Department | Henry and Lois Foster Hospital for Small Animals |
| Institution | Tufts University Medford, Massachusetts |
| Date Posted | Jan. 24, 2025 |
| Application Deadline | Open until filled |
| Position Start Date | Available immediately |
| Job Categories | Classified Staff |
| Academic Field(s) | Agriculture/Animal Care Administrative Support/Services |
| Job Website | https://jobs.tufts.edu/jobs/21333?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 the veterinary students, interns and residents.

What You'll Do

The Client Service Assistant works as part of an integrated care team to provide high-quality administrative support and service to external and internal customers. Responsibilities include greeting and registering clients, admitting, and discharging patients, scheduling appointments, assisting callers and managing patient records. These functions are performed in the hospital lobby (as a greeter in the lobby) and the reception area. Specific allocation of responsibilities may

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change depending upon the needs of the hospital.

As a Client Service Assistant, the essential functions to the role will be:

Reception Coordination – Provide exemplary face-to-face client service including the following:

- Welcome, direct and assist clients and patients at the main reception desk
- Serve as a liaison between clients and hospital services
- Register and arrive clients (both scheduled and emergency). Review and update client and patient information. Review estimate with client and collect deposit. Request client signatures on the inpatient consent form and estimate. Review hospital visitation and discharge policies.
- Educate clients on hospital policies and protocols including Aftercare process and financial policy.
- Coordinate discharges with clinical team, give client finalized discharge report, medication and pet food as directed. Collect fees.
- Assist and educate client on Aftercare selection and policies.
- Complete day-end reconciliation of financial transactions.
- Schedule follow-up appointments for clients.
- Report client safety issues to Campus Police and supervisor.
- Utilize Cisco Jabber and Avaya for internal and external communication.

Lobby Greeter

- Welcome, direct and assist clients and patients while (stationed) in the hospital lobby.
- Identify and escort clients and patients to ER check-in, Front Desk South, and Front Desk main desk.
- Check-in with clients and update them on wait times and patient updates
- Provide care and empathy to clients in our lobby
- Take patient pictures and upload in EMR
- Prioritize urgent and sensitive cases and route them to South to (personally) manage the case
- Collect medications from Pharmacy
- Act as liaison between Specialty and ECC services and clients in lobby
- Clean and stock lobby and hospital entrance areas

Medical Records – Manage all aspects of patients' medical records including:

- Scan client records into Stringsoft.
- Ensure quality of scanned records.
- Print and copy medical records for clients as requested.
- Miscellaneous Support of the Medical Records Dept. on an as needed basis.

General Calls:

- Receive and direct general calls for SAH, HLA, Administration, and Wildlife.
- Relay all inpatient updates to clients.
- Triage emergency calls and route to the ER Staff as needed.

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- Locate clinical staff for priority calls
- Take messages for all clinical staff.
- Notify RDVMS of patient status.
- Report any campus phone issues to Medford Telecommunication.
- Respond to questions from the public on hospital policy.
- Miscellaneous - Other duties as assigned by supervisor and assistant supervisor.
- Attend and participate in monthly meetings.
- Create and write SOPs (standard operating procedures) as they pertain to your job.
- Create and complete annual goals that enhance department operations.
- Attend annual CE in client service, wellness, and leadership
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This position is 28 hours and the anticipated schedule will be Wednesday and Thursday 3pm - 11pm, Friday 12pm - 8pm, Saturday 6pm - 2am and rotational weekend on-call and rotational holidays.

What We're Looking For

Basic Requirements:

- High School Diploma or equivalent.
- 2 years of customer service experience.
- Exceptional communication skills (both in person and by telephone).
- Ability to prioritize multiple responsibilities within a busy clinical setting.
- Ability to effectively work as a member of a diverse team of clinical and administrative professionals.
- Skilled in providing empathy and compassion to bereaved clients
- Basic computer skills including familiarity with Microsoft Office and the ability to learn the electronic medical record system. Able to type a minimum of 40 words per minute.
- Ability to lift up to 40 lbs. with or without accommodation.

Preferred Qualifications:

- Associate or Bachelor's degree in relevant field of study.
- 3+ years of customer service experience, particularly in the fields of veterinary medicine or hospitality
- Certifications in leadership development and/or client service areas.
- Exceptional Client Service Awards and/or acknowledgments.
- Knowledge of medical/veterinary terminology.
- Experience in the Animal or Veterinary Industry.

Pay Range

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

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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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