

**Client Services Assistant
Tufts University**

Direct Link: <https://www.AcademicKeys.com/r?job=264290>

Downloaded On: Oct. 22, 2025 8:50pm

Posted Oct. 22, 2025, set to expire Mar. 6, 2026

Job Title	Client Services Assistant
Department	Large Animal Hospital
Institution	Tufts University Medford, Massachusetts
Date Posted	Oct. 22, 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/22420?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Join our team! The Hospital for Large Animals at Tufts University is looking for a new team member to join our client services team. The ideal Client Services Assistant candidate will have solid professional skills, a passion for animals, experience with horses and a desire to make a difference in the lives of animals and humans. If you are seeking a role which promotes growth, learning and values your contributions- you have found it.

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Our integrated care teams combine state of the art science, clinical research, clinical expertise, and the human touch to provide veterinary care that goes above and beyond healing the patient to caring for the entire family.

The Hospital for Large Animals and 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 large and small animals. In addition, the hospital creates a positive learning experience for TCSVM students, residents and interns and supports the training of veterinary technicians.

What You'll Do

As a Client Services Assistant, responsibilities include working closely with clients and referring veterinarians to:

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

- Welcome clients and patients to the Animal Hospitals.
- Scheduling appointments and surgeries.
- Serve as a liaison between clients and hospital services.
- Register clients (both scheduled and emergency). Review and update client and patient information. Review treatment plans with client and collect deposit. Request client signatures on the inpatient consent form and treatment plan. Review hospital visitation and discharge policies.
- Coordinate discharges with clinical team, give client finalized discharge report, medication and animal food as directed.
- Educate clients on hospital policies and protocols including financial policy.
- Answer general information calls about hospital services; route medical questions to clinical teams. Fax or email client reports.
- Relay service-specific requirements and information to clients.
- Establish electronic medical record. Scan documents as needed.
- Coordinate and complete processes for drop-offs, appointments, emergencies and discharges. Note that this can include assisting with loading and unloading of horses and other large animals.
- Email new client documents.
- Prepare mailings to clients such as personal belongings and aftercare items.
- Fax or email RDVM updates, discharge and professional report.

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- Complete day-end reconciliation of financial transactions. 90%

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

- Efficiently manage medical record storage and tracking.
- Quality Control - Ensure the electronic medical record is complete including all reports and images and that all scanned materials are of high quality.
- Ensure compliance with state and federal regulations.
- Prepare copies of medical records for clients and administration. Fax, file and email reports.
- Scan existing medical records and future paper client documents.
- Maintain excel spreadsheets and word documents. 3%

Additional Responsibilities Include –
HLA Animal Care Attendant

- Assist with loading and unloading of horses and other large animals.
- Assist Animal Care Staff with daily operations that may include stall cleaning, sanitizing, feeding, turnout and loading and unloading of supplies.
- Operation of equipment including dump truck, forklift and ATV.

SAH Reception/Switchboard

- Receive and direct all incoming calls for SAH, HLA, Administration, and Wildlife.
- Relay all inpatient updates to clients.
- Triage emergency calls and routing to the ER Staff as needed. 5%

Administrative:

- Attend client service staff meetings.
- Other duties as assigned by supervisor.
- Write SOP's as needed. 2%

Typical schedules for Client Services at the Hospital for Large Animals are Monday-Friday 10am-6pm. Holidays and Weekends are rare, but as needed on-call.

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What We're Looking For

Basic Requirements

- High School Diploma or equivalent
- Experience in handling horses and other large animals
- 2 years of customer service experience, particularly in the fields of veterinary medicine or medical office 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
- Proficient 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

- Associates in relevant field of study.
- 3 -5 years of customer service experience, particularly in the fields of veterinary medicine or medical office experience.
- Certifications in leadership development and/or client service areas.
- Exceptional Client Service Awards and/or acknowledgments.
- Knowledge of medical/veterinary terminology.
- Advanced experience in the Equine or Veterinary Industry.

Pay Range

Minimum \$20.50, Midpoint \$24.40, Maximum \$28.30

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

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Contact Information

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

Contact

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