



Job Description

Job Title: Client Liaison
Department: Client Services

Job Summary

The Client Liaison is responsible for providing support to the client service representatives in relation to client matters including providing clients with updates on their pets, making clients feel comfortable while at DoveLewis, post visit callbacks, as well as other administrative and hospital floor duties.

Essential Duties and Responsibilities

(The essential functions and major responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Duties and responsibilities are also subject to change by the employer as the needs of the employer and requirements of the job change.)

- Work directly with the CSR team to aid in all client related matters while clients are onsite at DoveLewis including providing patient updates, meeting the hospitality needs of clients, addressing concerns or special needs, and facilitating client visits.
- Assist clients during the check-in process, including assisting with paperwork, answering questions about assistance funds, and explaining the triage process.
- Act as a "hospital concierge" during the entire hospital process, helping with paperwork, directing clients to local restaurants, and reuniting stable patients with clients when appropriate.
- Proactively monitor clients in the lobby and ensure clients who are emotional are roomed to have a more private discussion about their pet family member.
- Take primary responsibility for room checks, updating Smartflow and ensuring clients are not forgotten in exam rooms.
- Work with clients to set up individualized communication protocols for their visit at Dove.
- Help facilitate the smooth operation of the client visit by acting as a liaison between the client and patient care teams.
- Develop a rapport with clients while they are at DoveLewis to learn how to best assist them in getting the best hospital experience possible.
- Work with all hospital departments to avoid or limit patient care delays and communicate these delays to clients in a timely manner.
- When needed, help CSR team with answering phones, checking in and out patients, and other duties as needed.
- Perform daily patient callbacks for patients that have been seen within the hospital and document the outcome in the patient's chart accordingly.
- Answer general questions for people entering the hospital, including information about community events, parking, and outside meetings.

Supervisory Responsibilities

None

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills, and Abilities

- Thorough knowledge of DoveLewis services, policies, and procedures.
- Ability to show compassion, empathy, and anticipate the needs of a wide variety of clientele.
- High level of interpersonal skills to handle sensitive and confidential situations and ability to handle confidential and non-routine information discreetly. Position continually requires demonstrated poise, tact, and diplomacy.
- Working knowledge of secretarial and office administrative procedures.
- Knowledge of use and operation of standard office equipment.
- Knowledge of working with executives in a professional, fast-paced environment and ability to interact and communicate with individuals at all levels of the organization.
- Excellent verbal and written communication skills; knowledge and proficiency in grammar, spelling, and veterinary medical terminology.
- Intermediate skill in operating various software programs such as MS Excel, Outlook, and Word.
- Ability to juggle competing tasks and demands. Work requires continual attention to detail in typing and proofing materials, scheduling meetings, and meeting deadlines.
- Ability to gather and summarize data for reports.
- Ability to maintain organized files.
- Ability to find solutions to various administrative problems.

Education and Experience

- High school diploma or equivalent.
- Three years of experience providing administrative and/or customer service support in a professional environment.
- Minimum of one year experience in a veterinary facility and familiarity with veterinary terminology, medications, and procedures.
- Experience using veterinary practice management software (Cornerstone preferred).

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. The work environment includes being around animals. The noise level is moderate to high (business machines, medical equipment, and animal clinics with animals' barking/howling). Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Seeing: Over 66% of the time, must be able to read labels, reports, and use computer.

Hearing: Over 66% of the time, must be able to hear well enough to communicate with co-workers and clients.

Standing/Walking/Mobility: More than 33% of the time but less than 66%, must be able to walk between offices.

Climbing/Stooping/Kneeling: Less than 33% of the time, must be able to climb, stoop, and kneel.

Lifting/Pulling/Pushing: Less than 33% of the time, must be able to lift up to 40 lbs.

Fingering/Grasping/Feeling: Over 66% of the time, must be able to write, type, and use phone system.