



# IOWA EQUINE

COMPREHENSIVE VETERINARY CARE

<b>Job Title:</b>	Veterinary Customer Service Representative (Receptionist)		
<b>Department:</b>	Support Staff	<b>Location:</b>	Huxley, IA
<b>Hours and Status:</b>	Full Time	<b>Reports to:</b>	Practice Manager
<b>Salary Band:</b>	Hourly		

## Job Description

This individual works as an integral part of a team and serves as the first point of contact to our clients. The Customer Service Representative will be responsible for a variety of administrative duties. The ideal candidate will be a highly motivated, detail oriented individual with excellent communication skills, and the ability to multitask.

### THIS PERSON WILL BE RESPONSIBLE FOR:

- Answering phone calls on a multi-line phone system
- Dispatching (scheduling) appointments for up to four practitioners on a daily basis
- Communicating with clients via email, text message and phone call
- Recording all client communication appropriately
- Processing payments accurately
- Accurately inputting medical documents into patient medical records
- Maintaining positive professional relationships with clients, visitors and coworkers
- Ensuring the reception area is presentable each day
- Accurately recording appropriate paperwork for state regulations
- Managing weekly lab submission shipments
- Coordinating with barn managers to provide care to clientele

### SKILLS AND QUALIFICATIONS:

- Driven, organized, action-oriented, analytical, and ability to multitask
- Knowledge of veterinary terminology and/or systems
- Excellent professional communication skills, both written and verbal
- Computer skills necessary to use veterinary software, internet based programs, and clinic social media

### REQUIREMENTS:

- Valid Driver's License
- High School Diploma/ GED
- Dispatch Experience
- Customer Service
- Equine and/or Veterinary Setting experience (Preferred)

**To apply**, please submit your resume and cover letter to [careers@iowaequine.net](mailto:careers@iowaequine.net). Get to know us and learn more about what we do at Iowa Equine by visiting our [website](#) and [facebook page](#)!