Auburn University Job Description

Job Title: Mgr, Client Services
Job Code: IA19
FLSA status: Exempt

Job Summary
Manages and coordinates a variety of operations within the Veterinary Teaching Hospital to include the admitting area, appointment scheduling process and will facilitate communication between hospital, client, and faculty.

Essential Functions
1. Manages multiple customer service based operations within the College of Veterinary Medicine (CVM) Teaching Hospital.
2. Serves as a liaison between the faculty of the CVM Teaching Hospital and those serving in client services roles.
3. Serves as client advocate, particularly as it relates to referring veterinarians.
4. Develops and maintains a training program that focuses on the cross training of personnel within the different areas of the front office; facilitates continuing education for interaction with clients, students, and faculty.
5. Assists the Hospital Director and/or Hospital Administrator in establishing programs that are designed to benefit the unit and customers.
6. Assists in the development and on-going monitoring of performance metrics particularly as it relates to customer satisfaction and client services.
7. Supervises non-student employees including: full responsibility for formal performance management, decision making or significant input into pay or hire/fire decisions, decision making or significant input into other employment status decisions.

Supervisory Responsibility
Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.
Auburn University Job Description

Minimum Required Education and Experience

<table>
<thead>
<tr>
<th>Education</th>
<th>Minimum</th>
<th>Focus of Education/Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td></td>
<td>High School Diploma or equivalent</td>
</tr>
<tr>
<td>Experience (yrs.)</td>
<td>5</td>
<td>Experience in administrative support services in a hospital or veterinary services setting.</td>
</tr>
</tbody>
</table>

Substitutions allowed for Education:
Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:
When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge
Knowledge of various business processes, fundamentals of business, and possess a background in medical terminology.

Certification or Licensure Requirements
None Required.

Physical Requirements/ADA
Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one’s control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires standing, walking, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires sitting, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 3/30/2010