
Auburn University Job Description

Job Title:	Veterinary Customer Svcs Rep	Level I	Grade 27 \$20,300 - \$33,800
Job Code:	AA79	Level II	Grade 28 \$22,300 - \$37,200
FLSA status:	Non-exempt		

Job Summary

Responsible for clerical duties related to veterinary care and treatment, processes invoices and payments, direct incoming phone calls, and provide support to veterinary team. Processes clients' animals for admission into and discharge out of Auburn University Veterinary Teaching Hospitals.

Essential Functions

1. Welcomes clients to the hospital, registers clients' animals that are in need of medical attention and verifies client information and referring veterinarian. Ensures all proper paperwork is completed, gathers records from other veterinary facilities as needed, compiles the physical medical record, and alerts the appropriate clinical personnel of the patient's arrival. Appropriately directs clients to areas within the clinic for animal care and continues to ensure client's visit is successful.
 2. Receives and screens telephone calls to include scheduling appointments; provides information and assistance to callers and/or visitors regarding clinic and hospital procedures and processes; determines appropriate course of action, referral, or response.
 3. Contacts clients to confirm appointments, providing clients any information or instructions needed prior to their appointment. Communicates admissions information, fees, discharge date(s), clinic regulations, or other clinic services to clients.
 4. Discharges clients in a timely and appropriate manner. Ensures bill order is complete and has been verified by hospital auditors, ensures all medications have been given to the client. Addresses any past accounts or financial follow-ups. Confirms client does not have any further clinical questions.
 5. Generates, analyzes, validates, and verifies, financial records in-house as well as prepares, records, and verifies daily deposits and cash reports for Bursar's office.
 6. May assist clinicians with patient examinations, simple treatments, and recording patient data under direct supervision.
 7. Abides by rules and regulations for Veterinary Client Representatives as defined by the American Animal Hospital Association and policies and protocol of the College of Veterinary Medicine and teaching hospitals.
 8. May assist veterinary technicians with basic patient care such as, restraining patients while clinical staff administers treatments, giving basic medications by direction of detailed treatment schedule, feeding patients, icing incisions, changing out fluids, nebulizing patients, and flushing catheters under supervision by clinical staff.
 9. May assist in cleaning kennels, stocking medical supplies, and uploading a clean and safe clinical working environment.
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Supervisory Responsibility

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May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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.

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Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Follows specific procedures. Task variety is limited. Work is performed under close supervision.	Basic knowledge of standard office functions. Communicates with other is limited to exchange of routine information.	High school diploma or equivalent.
II	Tasks are varied and broad. Work is performed under occasional supervision.	Standard knowledge of office functions. Working knowledge of Auburn University administrative systems appropriate to the position.	High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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Minimum Required Education and Experience

Level I High school diploma or equivalent.

Level II High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

Focus of Education

High School Diploma or equivalent

Focus of Experience

Experience in a veterinary, medical office, or hospital setting working with medical records and hospital information systems.

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.

Certification or Licensure Requirements:

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, reaching, talking, hearing, handling objects with hands,

Job occasionally requires standing, walking, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

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

Date: 8/29/2018
