
Auburn University Job Description

Job Title: **Mgr, Client Services**

Job Family: No Family

Job Code: **IA19**

Grade 34: \$45,100 - \$75,100

FLSA status: Exempt

Job Summary

Manages the operations within the College of Veterinary Medicine (CVM) Veterinary Teaching Hospital to include administrative operations, client services, client intake, medical records, and financial records.

Essential Functions

1. Manages multiple client services based operations within the teaching Hospital.
2. Oversees financial services operations within the teaching hospital, particularly in relation to Client Services.
3. Manages assigned staff of Client Services to include human resources related functions such as leading recruitment efforts, reviewing resumes, conducting interviews, and conducting performance review evaluations. Assists in resolving employee relations issues in collaboration with CVM Human Resources.
4. Collaborates with hospital leadership to evaluate internal processes and determine best practices and procedures for patient and client care. Meets with clients to understand needs and ensures support can be provided. Ensures quality and timely responsiveness of employee's assigned duties, including after-hours and emergency calls.
5. Manages staff development with a strong focus on client care. Facilitates continuing education for interaction with clients, students, and faculty. Oversees onboarding of new employees, maintains training programs focusing on cross training of personnel within areas of Client Services.
6. Assists the Hospital Director and/or Hospital Administrator in evaluating client satisfaction metrics and goals for improvements. Reviews satisfaction surveys, addresses areas of improvement if necessary.
7. Collaborates with IT, Marketing department, and other areas of CVM for software updates, materials and promotion, events, for the teaching hospital in relation to Client Services.
8. Serves as a liaison between the faculty of the teaching hospital and Client Services.

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.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Business, Healthcare Administration, Public Administration, Management, or related.
Experience (yrs.)	5	Experience in client services in a healthcare administration setting, human or veterinary. At least one year supervising, leading, or mentoring employees.

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge healthcare administration in regards to client services.

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: 8/28/2018
