



Client Services Representative (CSR)

Target hiring range \$18 to \$25 per hour (depending on qualifications) plus exceptional total compensation package!

Are you looking for a place where you can learn, grow, contribute ideas, and create the place you want to work?

Who we are:

Animal ONE® is a new 100% employee-owned veterinary group where you can be successful, create happiness, advance your career, and build wealth! We are looking for a few select Client Services Representatives who would like to help make Animal ONE® the most desired veterinary employer and provider in the United States!

Animal ONE will be opening the doors to its first small animal veterinary hospital in Northern California in early 2024. We have designed a beautiful modern facility, purchased top-of-the-line equipment, and gone the extra mile in creating a practice group and hospital that will help staff provide the best possible service and enjoy where they work.

At Animal ONE, we have created a work environment that:

- Values all staff input and gives each person the ability to influence decisions that impact them and create the place they want to work.
- Fully utilizes each person's skills and abilities, helps them build their career with a generous tuition reimbursement plan, continuing education opportunities, and career advancement options.
- Uses a Practice Management Information System (PIMS) and other technology to efficiently schedule appointments, keep pet parents informed of progress, assign and track tasks, and make clinic documentation accessible and easy to manage.
- Highly compensates and rewards idea sharing, quality of work, pet parent satisfaction, and teamwork.
- Provides a fantastic benefits package that includes fully paid dental insurance for the employee and their dependents and a HMO health insurance option that is 100% employer paid for the employee and their dependents! *(See our website Careers page for details on our comprehensive benefits.)*

You are a great fit if you have:

- ✓ At least two years of experience as a CSR (preferably in a veterinary environment).
- ✓ An eye for how things can be better, solution and detail-oriented mindset, and collaborative nature.
- ✓ Ability to regularly perform initial patient intake – greet patients and pet parents by name, collect necessary information, offer refreshments from the beverage station, and manage visitors/vendors.
- ✓ Skills to routinely answer calls, schedule appointments, and perform reception/client engagement.
- ✓ Ability to routinely answer the phone and operate office technology and systems.
- ✓ An inviting demeanor and willingness to place pet parent and patient well-being and safety above all else.
- ✓ The ability to prepare presentations, stock displays, and make over the counter sales.
- ✓ Ability to anticipate and respond to patient, pet parent and visitor needs.
- ✓ The ability to work independently and as part of a team, compassionately assist pet parents who are under duress, and create a positive environment for patients, pet parents, and staff.

What to do next:

If this sounds like a great opportunity, we'd love to hear from you! Just complete the contact form on our Careers page. We will contact you to learn more about you and answer any of your questions.

Animal ONE is an equal opportunity employer, makes employment decisions based on merit, and provides reasonable accommodations for the hiring process.