



Client Care Advisor Job Description

Overview

The main aim of a Client Care Advisor is to ensure that customers and their pets receive excellent customer service and choose to recommend the practice.

To work to a high level of efficiency, supporting the vets and the nursing team and managing client's expectations.

Report to: - Client Care Manager and Practice Manager.

The reception duties of this role includes:-

- To deal with all clients and pets at the front desk in a prompt and friendly manner.
- Ensure the client waiting area is clean and tidy and remains a pleasant environment.
- Monitor and re-stock consulting rooms throughout the day.
- Keep shelves stocked, rotated and clean.
- Ensure the clients pay for treatment on the day or provides insurance form if they're going to do a direct claim, if so charge the direct claim fee. Anyone in financial difficulty will need to have a payment plan agreed with a designated person and a debt form MUST be filled out.
- Check/update vaccine/contact details upon each visit or during each phone call.
- Secure follow up appointments to close a treatment plan fully wherever possible.
- Manage the waiting room, explain any delays to clients promptly and ensure the comfort of clients and patients during their wait. Get another vet to see clients if at all possible if the consulting vet is held up and it's likely to be a while.
- Assist clients to their cars if necessary.
- Text all missed appointments to reschedule and send daily appointment reminders in the evening for the following day.
- Receive parcels and post for the practice, ensuring they're stored in a safe manner until they can be dealt with. Inform the front of house nurse of anything that needs to be put in the fridge or freezer.

- Ensure that the till is balanced at the end of the day, float changed and reports printed and passed onto the admin team for banking.
- Keep the reception desk and area clean and tidy at all times, especially ready for the next working day.

General duties:-

- Familiarise yourself on a daily/shift basis of expected clients and the treatments they're having.
- Organise appointment diary as efficiently as possible to maximise clients seen, but protecting vets non-consulting times where possible.
- Aim to answer phone politely within 3 rings using "Good morning/afternoon/evening Acorn House Vetsspeaking how may I help you? "
- Use 5 steps during phone calls.
- Convert enquiries to appointments wherever possible to maintain pet healthcare.
- Deal with enquiries promptly. Manage clients expectations, deciding which cases need immediate contact with a vet and if an inquiry isn't an emergency then informing the client that it could take up to 48 hours for the vets to call them back.
- Refer product questions you are unable to fully or accurately answer to a vet or nurse.
- Know the range of services the practice provides and the species it treats.
- Receive and record repeat prescriptions, making sure the client has been seen by a vet within the relevant timescales. 6 months for prescription medication and 12 months for flea and worm products.
- Actively promote the Acorn Health Club and make sure you work within its boundaries.
- Record, pass on and follow up enquiries promptly and efficiently
- Add new client's details fully onto the computer system – including vaccine status and correct contact details.
- Prioritise tasks to maximise client satisfaction and patient health.
- Maintain strict confidentiality regarding clients and patients for whom the practice provides veterinary services.
- Use the computer system to text and email the client, text reminders, missed appointment texts and pre op instructions email.

- Provide clients with information regarding the options available for the remains of deceased pets and deal with bereavement with compassion.
- Request pet insurance forms from clients when necessary, make sure they have completed them properly and make a clinical entry to say you have taken one.
- Keep puppy/kitten packs made up and in stock.
- Make microchip packs, putting the practice code on the paperwork.
- Make sure the scanning room is kept stocked and tidy and keep the hub tidy.
- Check the ramp and front of building daily and clean if dirty, stained or smelly.
- Deep clean the consult rooms monthly.
- Empty bins and put into clinical waste.
- Follow the jobs list and be aware and take responsibility of the jobs allocated to you and organise for another member of the team to do your jobs when you're on holiday.
- Be aware of the complaints procedures, who to pass complaints to and when.
- Check for lab reports coming back and inform the relevant vet so they can report them to the owners.
- Deal with online inquiries, repeat prescription requests, online registrations, attaching clinical histories from previous vets, check the online bookings.

Appearance and Professional Duties

- Maintain a professional appearance while at work at all times.
- Arrive to work on time, ready and prepared to work by the start of each scheduled shift.
- Understand the importance of excellent attendance.
- Follow the practice policy for any absence.
- To work within practice policies and procedures.
- Wear the uniform provided for you, ensuring that it remains neat and tidy. We will refund the cost of your trousers and these must be black business trousers, no jeans or leggings. Smart, flat black shoes must be worn, no trainers.
- Stud earrings can be worn, no hoops and no visible necklaces. This is for your own safety.
- Take care of your own and others health and safety.
- Be aware of who are the health and safety and first aid people are within the practice.