Linnet Way
Brickhill
Bedford
Bedfordshire
MK41 7HN
Tel: +(0)1234 261 839

Senior Client Care Advisor Job Description

To assist the Client Care Manager, lead effectively in all areas of the job description to ensure clients and their pets receive an excellent service and choose to recommend the practice.

To provide support to the Client Care Manager, their team and the Senior Leadership Team. To be responsible for defining what is required by the organisation with regard to an excellent client experience and to implement action plans to make this happen. This will involve leading by example and ensuring high standards of client care from a business and commercial point of view.

To be senior client care member to support all colleagues with general queries. To provide all teams with confidence that their queries will be acted promptly, professionally and to a high standard.

Reporting to

Client Care Manager

Shift Pattern

Work opposite shifts to the Client Care Manager and Saturdays

Job Description

The main duties of this role include

- General reception duties as set out in the Client Care Advisor job description
- Assist the Client Care Manager with their general duties as set out in the Client Care Manager job description
- Taking minutes at Client Care Meetings
- Manage the Client Care team to fulfil their jobs list
- Appointed Mentor to new employees

In the Absence of the Client Care Manager

- First point of contact
- Represent Client Care at all other meetings
- To lead and make decisions
- Manage the client care rota
- Authorise overtime
- Additional duties undertaken by the Client Care Manager as required

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Evening Duties

- Manage and Supervise the Client Care Advisors
- Support the evening teams, which include;
    - Scan documents e.g. written prescriptions
    - Email clinical histories
    - Invoice queries
    - Client queries
    - Debt Recovery Consent
    - Acorn Health Club queries
- Maintaining shop floor stock to include consult rooms
- Maintain or replace faulty equipment e.g. items from the consult room cupboards/drawers
- Manage the cleanliness of reception to include consult rooms
- Manage the Puppy/Kitten/ID packs
- Manage the “info” emails and act accordingly
- Manage Waiting area to include client expectations
- Manage the evening Client Care rota
- Taking on IT queries
    - Contacting Fluidity
    - Contacting Animana
- Responsible for the On Call divert
- Responsible for end of day finance
    - Cash Count
    - Book Cash transfer
    - Reconcile Card Machines
    - Cheque Count
    - Replenish the Float
    - Complete Cashing Up form
    - Balance the Accounts
- Responsible for end-of-day locking up