



## Client Care Specialist, Full-Time

Job Type: Full-Time

Salary: \$12.00 - \$14.00/hour

Total Veterinary Care (TVC) is now accepting applications for a full-time Client Care Specialist for our hospital in Grove City, Ohio.

Our ideal candidate will have demonstrated experience in the following areas:

- **Sales and customer service:** To succeed in this role, candidates must be clear and confident when speaking with customers (in person and over the phone) about services and products. This position will be responsible for offering guidance and making appropriate recommendations and reminders about services and/or products offered by TVC (based upon the doctor's recommendations). Excellent customer service skills are paramount.
- **Appointment setting and follow-up:** Successful candidates will have experience scheduling client appointments (preferably in a veterinary hospital setting) and be capable of quickly and efficiently learning new software programs. Organization and accuracy is an absolute must.
- **Motivation/initiative:** We are looking for people who want to learn new skills and are focused on using them to advance their careers as well as for the betterment of the team and the clients/patients we serve.

Examples of daily tasks include:

- Greeting patients and clients by name
- Answering phones and making Client Care Calls (2+ hours daily)
- Scheduling appointments with callers and walk-ins
- Introducing and fully explaining TVC Wellness Plans to customers
- Making follow-up calls after surgeries and appointments
- Responding to emails
- Electronically filing and updating medical and company records
- Handling cash, checks and receipts
- Reporting failed payments to accounting

In return, we provide:

- Excellent benefits and competitive compensation
- A happy and safe work environment
- Professional support and training
- Integrity and transparent communication between all team members

If you are detail-oriented, have excellent people skills, understand the value of a client, have a desire to enjoy your workdays, and the ability to embrace positive change, we look forward to learning more about you!

How to apply:

Email your **resume and a cover letter**, outlining your interest and qualifications for this position, to [careers@totalveterinarycare.com](mailto:careers@totalveterinarycare.com). Please put "Client Care Specialist- Grove City" in the subject line.