

Job Description:

We are seeking a friendly and professional **Customer Service Representative (CSR)** to join our team. The CSR will be responsible for providing excellent customer service to clients, scheduling appointments, managing phone calls, and assisting with administrative tasks. Key responsibilities include:

- Greeting clients and their pets with a warm and welcoming demeanor.
- Answering phone calls and addressing client inquiries and concerns.
- Scheduling appointments and coordinating with veterinary staff.
- Processing payments and managing client invoices.
- Maintaining accurate client records and updating information as needed.
- Providing information about veterinary services, products, and promotions to clients.

Requirements:

- Previous customer service experience in a veterinary clinic or related field preferred.
- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Proficiency in computer software and data entry.
- Ability to work effectively in a fast-paced environment and handle stressful situations with professionalism.
- Passion for providing exceptional service to clients and their pets.

Benefits:

- Competitive hourly wage.
- Opportunities for growth and advancement within the company.
- Employee discounts on veterinary services and products.
- Supportive and collaborative work environment.

How to Apply:

Please submit your resume and a cover letter outlining your qualifications and interest in the position to cvcnovato@gmail.com.