

Job description

Job Summary

We are seeking a dedicated and enthusiastic Customer Support Representative to join our dynamic team. In this role, you will be the first point of contact for our clients, providing exceptional service and support.

The ideal candidate will possess advanced skills in the following areas:

- Strong people skills providing exceptional customer service in an occasionally hectic environment.
- An affinity and compassion for animals, including an ability to comfort clients during difficult situations involving their pets.
- A multi-tasker, able to work effectively and efficiently in a fast-paced environment.
- Able to provide exceptional attention to detail with a strong focus on client relations.
- You must be punctual and reliable.
- Available to work various shifts as our hours of operation are 8am to 6pm Mondays to Fridays and 9am to 1pm Saturdays.
- Self-motivated, dedicated to continually learning.
- Proficient working knowledge of computers.
- General math skills and experience handling cash and working debit machines.
- Must be able to lift 50 plus pounds with assistance.
- Possess a great sense of humor!

Duties include but are not limited to:

- Admitting patients for appointments.
- Billing out clients.
- Answering phones, booking appointments and dealing with client inquiries.
- Helping to advise clients on seasonal treatments, spays and neuters etc.
- Cleaning duties and general upkeep of clinic including windows, dusting and sanitizing of exam rooms and reception area, vacuuming and mopping floors.

*** Experience in a veterinary clinical setting would be considered definite assets. Our expectations are that our entire team deliver friendly, courteous, knowledgeable and safe service to our clients and their pets.

We thank all interested applicants, however, only those under consideration will be contacted.

Job Type: Full-time

Pay: \$17.50-\$18.50 per hour

Expected hours: 35 – 40 per week

Benefits:

- Dental care
- Extended health care

Schedule:

- Monday to Friday
- Weekends as needed

Work Location: In person

Expected start date: 2025-03-31