

## **CLIENT SERVICE REPRESENTATIVE JOB DESCRIPTION**

Client Service Representatives (CSR's) are the client relations experts in a veterinary practice. They are the clients' first impression of the practice, on the phone or in person. CSR's must possess strong organizational skills, excellent telephone and in-person communication skills, and the ability to remain calm under pressure. CSR's must have compassion for animals and their owners and understand the stress that patients and clients endure.

CSR's are responsible for greeting clients; differentiating routine cases from emergency cases; scheduling appointments; entering client, patient, and financial data into the computer; generating invoices and explaining them to clients; processing payments; and managing the retrieval and storage of medical records.

CSR's should expect to spend nearly all of their workdays at the front desk. The position requires the completion of a high-school degree or further education, competence in the English language, patience, and a pleasant manner. Ideally, newly hired receptionists will possess computer skills and have had cashier and related front-office work experience.