

IndyHumane

Michigan Road Low-Cost Vaccine Clinic Assistant

Job Description

Title Vaccine Clinic Assistant

Department(s) Medical

Reports to Vaccine Clinic Manager

Job summary

Handles all payments coming through the vaccine clinic including donations, payments for pet health products, and medical services provided. Responsible for closing vaccine clinic cash drawer nightly and returning to the safe. Responsible for maintaining vaccine clinic inventory and meeting revenue goals through both sales and donations. Provides education for vaccine clinic clients such as recommended medical care for pets, products, common diseases, and informs clients of all other services provided by IndyHumane. Responsible for consulting with all vaccine clinic clients and ensuring that animals and clients are consistent with organizational policies, procedures, beliefs and mission. Accountable for accurate paperwork and record keeping related to the vaccine clinic and services provided. Must also be able to competently perform duties that include handling and cleaning as well as other customer service responsibilities. Must interact with public, staff, community service, and volunteers professionally and with **exceptional** customer service skills. Should also be able to communicate and be knowledgeable of municipal laws and ordinances. Is expected to work safely and professionally.

Summary of essential job functions

- Sets cash drawers in vaccine clinic drawer before hours of operation.
- Responsible for a clean, organized lobby and exam rooms every day.
- Handles all payments relative to vaccine clinic and vaccine clinic donations.
- Reviews all vaccine clinic paperwork with clients and doctors.
- Represents IndyHumane beliefs and procedures.
- Ensures accuracy and completeness of vaccine clinic paperwork and money handling.
- Ensures proper animal handling and educates the public on same.
- Solicits donations, sells merchandise and pet health products.
- Is educated on the latest information regarding products sold at clinic.
- Responsible for re-stocking inventory as needed.
- Enters Medical exams/Medical notes and Memos regarding owner and animal behavior notes relative to the Vaccine Clinic.
- Responds to emails/phone calls professionally and in a timely manner.

Minimum requirements

- Minimum 2 years of customer service experience and sales background required.
- Must be 18 years of age.

- Animal and financial background preferred
- Possesses strong oral and written communication skills as well as good organizational ability
- Possesses strong time management skills and comfortable working in a fast-paced environment
- Demonstrated ability to create a positive, professional environment for shelter visitors and employees
- Computer literacy (Windows, MS Office applications)
- Spanish speaking a plus

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.