



Clinic Coordinator – Low Cost Spay/Neuter & Vaccine Clinic

Job Description:

Department: IndyHumane Downtown Clinic

Reports to: Clinic Director

Full time: 40 hours/week

Job summary:

The Clinic Coordinator is primarily responsible for the overall operations of the vaccine and high-volume surgery clinic. Facilitates the surgery check in and out process as well as vaccine clinic and other customer service endeavors. Maintains complete and accurate records of clinic patients, answers telephones, answers questions from the public, and schedules surgical appointments. This position requires a positive attitude, excellent customer service skills, attention to detail, flexibility and professionalism.

Essential job functions:

- Surgery Check in/ Surgery Check out. Ensuring patients get checked in and out quickly and correctly.
- Supporting the surgery team with client communication and other administrative needs; calling clients throughout day with questions regarding their pet.
- Assist the public as well as rescue groups/shelters with scheduling animals for surgery. Effectively communicates daily with entire staff regarding scheduling.
- Must be able to learn basic medical concepts including but not limited to vaccine protocols and anesthetic risk
- Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by the veterinarian
- Ensures complete and accurate records exist for all patients, including rabies certificates, go-home paperwork, and medical records
- Answer clinic phones. Ensure voicemails and emails are checked daily and responded to timely
- Learn PetPoint and Clinic HQ to facilitate the operation of clinic services (scheduling, look up records, receipts, create receipts, sell retail, prevention, enter surgery paperwork/notes, etc.
- Assist with registering microchips daily/weekly and other administrative tasks as needed.
- Assist with cleaning duties daily and ensure lobbies, bathrooms, and cubicle areas are always clean while sanitation/cleaning protocols are followed to prevent the spread of disease.
- Assist with cleaning animal cages/kennels as needed.

- Handle all payments coming through clinic including donations, payments for pet health products, and medical services provided. Responsible for closing clinic cash drawer daily
- Responsible for meeting revenue goals through both sales and donations.
- Inventories and orders office supplies
- Maintain retail area and restocks supplies.
- Find ways to become more efficient while maintaining a high standard of service.
- Provide 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.
- Will communicate with the public daily and in a professional manner

Requirements

- Outgoing, optimistic, upbeat and friendly energy
- Must have the ability to create a positive, professional work environment while supporting the overall mission of IndyHumane
- Possess excellent oral, written, public speaking, interpersonal, listening and organizational skills.
- Can effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels and roles (e.g. senior management, staff members, volunteers, donors, etc.).
- Competent in conflict resolution, customer service and humane education.
- Effecting planning skills, with the ability to successfully manage a project
- Ability to work as part of team
- Takes initiative and needs little supervision. Willing to learn and engages in self-learning.
- Able to prioritize, organize tasks and time, and follow up. Able to juggle multiple requests. High detail orientation and accuracy.
- Proactive in anticipating and alerting others to problems with projects or processes.
- Proficiency in MS Office: Word, Excel and electronic communication
- Must be able to lift and carry up to 30 pounds occasionally throughout the day with help
- Must be able to bend and kneel repeatedly
- Must be able to see fine detail in a variety of situations
- High School degree
- Minimum of 2 years professional work experience
- Must have a valid Indiana Driver's License
- Must have early evening and some weekend availability
- 40 hours per week availability

Preferred, but not required:

- Prior retail, food service or human resources experience
- 2+ years of experience in a veterinary clinic, veterinary hospital, and/or animal shelter or control facility.
- Some higher institution education
- Bilingual English/Spanish

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.

IndyHumane - Equal Opportunity Employer

This position description does not constitute a contract of employment and IndyHumane may exercise our employment-at-will rights at any time.