

We are hiring immediately for a full-time Customer Service Representative (CSR)/Veterinary Assistant to join our team at Ridgeline Veterinary Services in Spencer, Indiana. We are looking for someone who wants to be a part of our team to help serve our mission of providing high-quality veterinary care with trust and compassion. The right candidate will be someone who values ongoing professional development to better themselves and the practice. Our team is small and works very closely together, so a candidate who can work well with others and stay positive under times of stress is imperative. **This is a flex position, where both duties of CSR and Veterinary Assistant are expected depending on the day and other staff's schedules.**

The role of Customer Service Representative will be responsible for:

- First point of contact with clients - being friendly, welcoming, and sincere both in person and on the phone
- Assume basic CSR duties which includes checking patients in, scheduling, and client correspondence through phone and email with detailed documentation
- Knowing and understanding our services and recommendations and being able to clearly convey the value of the services to the clients
- Handling of monetary transactions - cash, check, credit cards and daily financial reporting
- Keeping the reception area clean and tidy, including restrooms

The role of veterinary assistant will be responsible for:

- Assist the Veterinarian(s) and Registered Veterinary Technicians (RVTs) in all of their duties; accurately record the evaluation, examination, vaccination, and medical treatment of patients
- Perform safe restraints on dogs and cats that reduce stress on animals and keep humans safe
- Assist in preparing animals for exams and surgery
- Help with performing some medical treatments
- Assist in preparing laboratory tests
- Properly handle/prepare in-house and laboratory specimens
- Work in cooperation with staff to attend to any immediate needs
- Admit and release animals in a responsive, courteous, and tactful manner, and inform staff and clients of any pertinent medical information related to animals' care
- Assist in maintaining healthy, safe, sanitary, pleasant, and clean facilities for the animals; including but not limited to laundry, sterilization of equipment, general cleaning, deep cleaning, organizing, and re-stocking supplies
- Accurately communicate with pet owners via in-person, phone, or email

Physical demands and work environment:

- Must have the ability to stand, walk, stoop, kneel, crouch, and climb as well as manipulate (lift, carry, move) up to 50 pounds and lift over 50 pounds with the assistance of a coworker. This job requires sufficient ambulatory skills.
- Employees are routinely exposed to a variety of pets that may bite or scratch, and on occasion, exposed to anesthesia, radiation, biological hazards, and medication/controlled substances.

Ideal qualifications/attributes:

- 1+ years of veterinary clinic experience preferred, but willing to train eager learners
- A qualified candidate should be extremely reliable, a team player, able to multitask, self-motivated, and have excellent client communication skills; both written and verbal
- Must have a good working knowledge of computers and various technical equipment used in everyday practice and be willing to learn the ever changing technological advances
- A commitment to exceptional client service
- Candidates **MUST** have a positive attitude and be willing to receive feedback in order to improve

As a small family-owned business, we can offer:

- Competitive hourly compensation based on experience and credentials
- Paid holidays
- Retirement (SIMPLE IRA match)
- PTO
- Pet care discounts
- Four day work week with a focus on culture, wellness, and balance
- No nights or weekends
- Member Assistance Program (MAP) to help employees with legal, financial, and mental health
- Customized learning and developmental opportunities