



WAVERLY

Animal Hospital

233 S. WAVERLY RD. LANSING, MI 48917 • (517) 323-4156 • waverlyanimalhospital.com

BOARDING & GROOMING • PET DAY CARE



JOB POSTING: CUSTOMER SERVICE REPRESENTATIVE - Full & Part Time Openings

Waverly Animal Hospital, Boarding, Grooming & Wellness Center is a small animal clinic that strives to always provide the finest in veterinary care to pets brought to our facility and to be kind and considerate to their owners. We express tenderness and a caring attitude to clients and fellow co-workers. We emphasize full service through a responsive, dedicated, and communicative staff committed to individual attention and community service. Our vision is to exceed the expectations of the client in each and every service we perform using our Core Values, in order to expertly care for the patient during its entire life stage. Our facility and procedures have been accredited by the American Animal Hospital Association since 1970. We are equipped with state-of-the-art digital radiography, dental digital radiography, ultrasonography, IDEXX blood chemistry, IDEXX hematology, Idexx Sedivue, Cubex, cold laser, & underwater treadmill.

We are a supportive and fun team of over forty individuals between multiple departments, all of which have diverse backgrounds, knowledge, and experiences. As a Customer Service Representative, you will be the first point of contact for visitors, greeting them in a polite and well-spoken manner. They are the center of the whole hospital, in order to keep it running smoothly. We care about our staff as much as we care about our patients, therefore, we are currently offering curbside and limited client appointments, due to COVID-19. We also require all staff to wear face masks and engage in frequent hand sanitizing at this time.

If you....

- Genuinely care for pets, your fellow team members, and the clients
- Understand that attention to detail, active listening, and documentation are essential
- Have a desire to continually develop your skills and grow personally and professionally
- Are positive under pressure
- Can thrive in a fast paced environment
- Enjoy educating and collaborating with clients and staff
- Have an inquiring and inquisitive mind

.... Then We Want You!

We offer an excellent health benefit package, including: Dental, Vision, and Platinum 500 Health Benefit Plan:

- Delta Dental Plan*
- EyeMed Vision Plan*
- 65% Sponsored Platinum 500 Health Plan* for individual
- \$0 Preventative Services for In Network
- \$20 Copay In Network Physician Visits with deductible waived
- Annual \$500 In Network Individual Deductible
- Annual \$500 In Network Co-insurance Individual Maximum
- Annual \$3,000 In Network Out Of Pocket Individual Maximum

Other Benefits include:

- Competitive compensation
- Paid holidays and time off*
- 401(k) and pension with employer contribution*
- Annual Profit Sharing (3% in 2019)
- Employee Pet Discount Program

Job Requirements:

- Help maintain the flow of the appointments
- Basic office skills including: typing, copying, faxing, filing, data entry, and answering a multi-line phone system
- Client education
- Ability to multitask, especially when working in a fast paced environment
- Attention to detail
- Being self-motivated
- Strong work ethic
- Excellent and effective communication skills
- Committing to excellence in veterinary care
- Ability to maintain a positive attitude
- High school diploma, or equivalent experience
- Some evening hours
- Rotating weekend hours
- Assist fellow co-workers in other areas of the hospital, as needed
- Able to lift 30 pounds and to stand on feet for long periods of time

*Some benefits are only available for Full Time (>30 hours) workers

Please submit a cover letter, resume, and 3 references via email to: [clarkk\(AT\)waverlyanimalhospital\(DOT\)com](mailto:clarkk(AT)waverlyanimalhospital(DOT)com) or submit the application online here: <https://form.jotform.com/211616386931054> , rather than in person due to COVID-precautions.