

PET DOCTORS STOKE

Front-of-House & Customer Service Superstar!

Full-time (Mon-Fri)

We invite applications from confident individuals who have experience in customer service and can show a strong understanding of patient management systems and a general understanding of veterinary products. A background in veterinary nursing, animal care or an avid interest in animal welfare would come in handy!



What will you be doing at our clinic:

As the front-of-house client relationships lead, you will be responsible for delivering an exceptional customer service experience for our clients and patients. A large component of this role is a focus towards customer service and effective communication.

In addition, this role also includes:

- Dealing with accounts payable and debtor management
- Managing and using Veterinary Practice Management software (EzyVet)
- Processing client transactions
- Managing stock
- Understanding promotions and effectively communicating these to our clients.
- Processing client reminders
- Being a confident and engaging first point of contact for our valuable clients!

In this role, you will be working 40 hours per week, Monday – Friday, with occasional weekend cover to help out.

Our veterinary clinic is open Monday – Sunday.

About you:

It's simple, really - You love people who love animals, you love customer service and you're highly organised! Given this role is in a veterinary clinic, a background in veterinary nursing or animal care would be preferable. However, this job is primarily about customer service. Your previous teammates would describe you as someone who is great at communicating and works well in a team. You also like to have a system in place and appreciate an efficient, well-organised structure.



What we can offer you:

- A great team environment and work culture
- An excellent induction and mentoring process
- An interesting and diverse job
- Work in a clinic that practices to the highest standards
- Recognition of experience and skill level

A bit about our clinic: Pet Doctors Stoke

We are located the sunny Nelson suburb of Stoke and have a team of 8 Vets and 12 Support Staff and 2 dedicated part-time Team Leaders. The clinic has full medical, dental & surgical facilities, onsite radiology and ultrasonography, alongside providing routine, orthopaedic and emergency surgeries.

You can be you, with us!

To deliver the best veterinary care in the country, we need the best team – and that's where you come in.

Apply now:

- Please email a covering letter and your CV to Lisa on talent@nzpetdoctors.co.nz
- **Please quote this reference number when you apply: INT.Stoke.Nov2018**