



# SPAY/NEUTER VETERINARY CLINIC

Spay 🐾 Neuter 🐾 Wellness

## 🌿 Veterinary Customer Service Representative – Reception

**Location:** Fayetteville, NC (with occasional work in Lumberton, NC and on mobile unit)

**Reports to:** Office Manager / Practice Owner

### 🌟 Summary

The Veterinary Customer Service Representative (CSR) at our reception station plays a pivotal role in our high-volume spay/neuter clinic. From warm client interactions to smooth surgery-day coordination, our CSRs are the welcoming face and calm voice that keep operations flowing.

We're looking for a dependable, professional communicator who thrives in fast-paced environments and is passionate about making a difference in the lives of pets and their owners.

### 🌐 Work Relationships

This position works closely with clients, rescue organizations, shelter staff, SNVC veterinarians, volunteers, and all clinic personnel.

### 🔧 Essential Responsibilities

#### 💡 Client Interaction & Communication

- Greet and assist walk-in clients with empathy and professionalism
- Handle high-volume foot traffic calmly and efficiently
- Respond to texts, emails, and phone calls about surgery-related questions
- Accurately record communications and invoices in our practice management software
- Build trusting relationships while educating clients on clinic policies and procedures

#### 📅 Administrative & Scheduling

- Assist clients with appointment scheduling, payment, and recordkeeping
- Participate in client check-in and discharge, offering support and guidance
- Balance the cash drawer and reconcile payments with the software
- Maintain a neat and organized front lobby

#### 🏥 Surgery Day Coordination

- Relay and clarify pre- and post-operative care instructions
- Communicate client concerns to the veterinarian and manager
- Ensure smooth operations by supporting veterinary and technical staff
- Answer phones, return voicemails promptly, and multitask with professionalism

Spay/Neuter Veterinary Clinic  
Carolina 28303

Phone: (910) 400-SNVC (7682)  
SpayNeuterVet@gmail.com

2709 Bragg Blvd, Fayetteville, North

Fax: (910) 692-9650  
www.SpayNeuterVet.org



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## 🎓 Education & Outreach

- Promote responsible pet care and the importance of spay/neuter
- Participate in public education efforts for adults and children
- Represent SNVC at community events and with partner organizations

## 🎯 Skills & Specifications

This position requires dynamic multitasking, assertive communication, and quick thinking in a high-pressure, mission-focused environment.

### **Required Skills:**

- Ability to work independently and collaboratively
- Strong interpersonal and client education skills
- Solid base knowledge of vaccinations and veterinary medical concepts
- Excellent verbal and written communication
- Calm, professional demeanor during high-stress interactions
- Technical proficiency with Microsoft Office, Google Drive, and email platforms
- Able to manage multiple phone lines, text and email
- Able to recognize animal behavior cues

### **Physical Requirements:**

- Stand or sit for 8+ hours per shift
- Lift and carry up to 25 pounds independently
- Bend, kneel, and handle fine detail tasks
- Maintain focus and visual acuity in a busy setting

### **Emotional/Mental Requirements:**

- Resilience under stress
- Friendly, problem-solving attitude
- Ability to ask for help and offer support
- Make decisions and follow directions confidently

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## 🎓 Education & Preferred Experience

### Minimum Requirements:

- High school diploma
- Fluent English required, Spanish fluency highly preferred

### Preferred Experience:

- 2+ years in a veterinary clinic, animal shelter, or medical customer service
- Self-starter with a compassionate heart and professional mindset

## 🕒 Work Environment

This is a full-time position (typically Monday–Friday) at our stationary clinic in Fayetteville, with occasional shifts at our remote site and on our mobile surgery unit. Flexibility for weekend, and evening hours is essential.

## ☀️ Join Our Mission

This isn't just a customer service job—it's an opportunity to be part of a purpose-driven team working to reduce pet overpopulation and provide high-quality care to underserved communities.

If you're organized, compassionate, and ready to make an impact, we'd love to meet you!

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