

Cornell University Veterinary Specialists

Cornell University Veterinary Specialists (CUVS) is a specialty and 24-hour emergency veterinary hospital located in easily accessible Harbor Point, Stamford CT. CUVS's mission is to be a veterinary center that redefines the delivery of specialty and emergency medicine by bringing together the best of private practice with the best of academia to benefit pets, owners, and the profession. Our ethos is simple: you cannot have the best medicine without the best people. So, at CUVS, we take a very different approach to hiring, training and empowering our people. And we promote a culture that brings out the best in everyone.

For more information about Cornell University Veterinary Specialists, please visit our website at www.cuvs.org.

JOB SUMMARY Client Services Telephone Operator (Full-Time)

The Client Services Telephone Operator is an integral part of the Client Services Team, responsible for providing the highest level of quality service to the clients, referring veterinarians, and members of the CUVS team. This role reports to the Client Services Manager.

KEY RESPONSIBILITIES:

- Serves as a Cornell University Veterinary Specialists ambassador, setting the standard for the high level of service that can be expected with every interaction.
- Answers telephone calls and assesses medical urgency and appropriate next steps.
- Documents conversations in shared software.
- Schedules patient appointments with veterinary specialists.
- Communicates and collaborates with clinical staff regarding patient care and client questions.

WORK ENVIRONMENT:

- High call volume
- Constant proximity to dogs and cats of all sizes and dispositions
- Schedule requires flexibility and open availability; will include daytime and evening hours during the week, on weekends, and on holidays

SKILLS AND CHARACTERISTICS FOR SUCCESS:

- *Required*
 - Adaptability, being able to change directions seamlessly while demonstrating a positive attitude with clients and co-workers
 - Highly organized and above-average attention to detail



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- Good judgment and ability to work independently and responsibly
- Resourceful and collaborative problem resolution skills
- Strong and respectful written and verbal communication skills
- Dedication to excellent service for each client and patient
- Comfort with learning computer software
- Openness to feedback, coaching, and continuous learning
- *Preferred*
 - Experience in practice management/scheduling software
 - Proficiency in a second language, such as Spanish or Portuguese

EDUCATIONAL BACKGROUND AND WORK EXPERIENCE:

- High school diploma or equivalent
- 2 years of customer service in retail, restaurant, veterinary, or medical environment

COMPENSATION:

Compensation for this role is competitive and commensurate with experience. Additionally, Cornell University Veterinary Specialists offers a comprehensive benefits package to all full-time employees.

TO APPLY:

Please send a resume (cover letter is optional) to:

Alexandra Ocampo Carr, HR Manager, hr@cuvs.org

Cornell University Veterinary Specialists is an equal opportunity employer and an organization that values diversity. People from all backgrounds are encouraged to apply. To learn more about our Core Values, please visit www.cuvs.org/about_us/mission_values

