



ANIMAL **EMERGENCY** CARE

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## Veterinary Advocate

*Department of Veterinary Advocates*

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Employee Name:

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Hire Date:

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*Effective Date: June 3, 2024*

## JOB DESCRIPTION VETERINARY ADVOCATE

### POSITION OVERVIEW

The Veterinary Advocate is the primary point of contact for all clients seeking care with AEC. They are responsible for setting the tone of a client's visit and helping to ensure the client understands what to expect from their visit. Veterinary Advocates allow our treatment team to focus on medical care by handling phone calls, intake of emergencies, as well as admission and discharge of hospitalized patients. Advocates coordinate directly with our medical team to ensure the most critical patients are prioritized and to balance their workload. Additionally, they work closely with our clients to educate them on the financial policy of AEC and to help find alternative payment options when needed. All AEC job descriptions are living documents which will be continually edited and updated to best reflect the requirements and duties of the position they detail.

### QUALIFICATIONS

#### AGE REQUIREMENT

Minimum age requirement is 18 years old.

#### EDUCATION REQUIREMENTS

High school diploma or equivalent

#### EXPERIENCE REQUIREMENTS

- Two years employment as a veterinary receptionist or within customer service

#### PERSONAL REQUIREMENTS

- Genuinely enjoys working with animals and is capable of caring for them even when they are stressed, ill, or in pain.
- Must be available to work weekends and holidays to be considered for a Veterinary Advocate position.
- **Physical Effort:** Work requires moderate physical effort, including moving animals and equipment (assistance available as needed), walking or standing for extended periods of time, and frequently working in a bent or squatting position.
- **Working Conditions:** May be exposed to unpleasant odors, noises (including barking dogs), and animal feces. May be exposed to bites, scratches, and contagious diseases. May be exposed to chemicals and medications necessitating the use of personal protective equipment. May be exposed to inclement weather while assisting patients and clients outside of the hospital.

### WAGE AND BENEFITS

Please reference open job advertisements for the current salary range.

Benefits are outlined in the employee manual and are separate from the hourly wage.

### ORGANIZATION EXPECTATIONS

AEC employees commit to uphold and embrace the AEC core values of **Empathy and Compassion, Efficiency, Integrity and Personal Accountability, Change and Innovation, Openness and Trust, Valuing People and Their Ideas, and Excellence.** Organization expectations for all team members are explored in greater detail in AEC's Key Performance Indicators documentation, available upon request.

- Puts the welfare of the patient first, providing patient and compassionate care.
- Engages with clients and team members with empathy and compassion, prioritizing treating all individuals in the hospital with respect.
- Manages time effectively.
- Able to stay calm and objective even in stressful situations.
- Communicates kindly and professionally both with the team and with clients.

- Maintains an attitude of flexibility and adaptability
- Open to new information, ideas, and perspectives.
- Provides feedback to teammates constructively and kindly.
- Can follow and commit to a regular schedule.
- Takes an active role in their continued professional development and skill growth and participates in the training and mentoring of their teammates when proficient in a particular skill.

## POSITION RESPONSIBILITIES

### Janitorial Duties

- Maintains the janitorial needs of the property. Janitorial duties include sweeping, mopping, vacuuming, emptying trashes and recycling, disinfecting flat surfaces (countertops and workspaces), general tidying, and other duties as outlined in the aforementioned task lists.
- Maintains functional knowledge of the safe and appropriate application of chemicals and cleaning supplies used in the hospital.

### Maintenance

- Maintains and troubleshoots office equipment including computers, telephones, copiers, and fax machines.

### Client Support

- Greets clients with poise and natural ease.
- Creates a connection with clients during interactions through active listening and compassionate communication.
- Triage client concerns over the phone and in-person and effectively advises the client on the urgency of their concern.
- Helps clients access information to assist in making educated decisions regarding pet care.
- Confidently explains necessary follow-up and homecare instructions.

### Finance

- Prepares client invoices for services performed.
- Accurately processes financial transactions on all platforms.
- Maintains a thorough understanding of hospital payment policies that allows for confidence in constructively explaining estimates and treatment plans.

### Technical

- Receives and relays telephone, fax, and email messages accurately and promptly.
- Answers telephones using a multi-line system, communicating quickly, efficiently, and in a professional and friendly manner.
- Accurately enters and updates client and patient information into practice computer software.
- Has computer literacy and prioritizes accuracy in inputting details.
- Admits patients and handle medical records entries accurately and according to hospital procedure.
- Prepares immunization certificates and euthanasia certificates.
- Facilitates client/patient transfers.

### Medical

- Understands basic medical terminology and abbreviations.
- Feels confident answering client inquiries about basic animal care and routine hospital procedures.
- Answers client medical questions with confidence and directs to veterinarians when appropriate.