Customer Care Team Member

Job Summary:

We are looking for a Customer Care Team Member to join our team. The ideal candidate will thrive in a fast-paced environment, have strong customer service skills and have a passion for excellence. In this exciting and varied role, you will ensure the well-being of pets and clients by handling reception duties such as answering client calls, managing appointment bookings, and overseeing the diary.

This is a full time position working between 32 to 36 hours per week over four days.

Key Responsibilities:

- Collaborate closely with our nursing and veterinary teams, providing a vital link between clients and the clinical staff
- Handle client enquiries over the phone
- Distribute pre-ordered medication
- Perform administrative tasks using Microsoft tools, including Excel and Word
- Update our Practice Management system regularly
- Effectively question clients to assess the urgency of appointment requests, gradually taking on more responsibility and handling more complex cases
- Maintain professionalism and composure in emotionally challenging situations, particularly when dealing with pets requiring critical medical care or end-of-life support

What we are looking for:

- Exceptional telephone etiquette and experience with Customer Relationship Management (CRM) software
- Polite and composed under pressure
- Excellent attention to detail
- Ability to build strong relationships with clients, their pets and the clinical team
- Approachable and empathetic
- Highly motivated with a positive, can-do attitude
- Able to work effectively both as part of a team and independently when needed Excellent written and verbal communication skills
- Proficient in IT skills including Microsoft programs such as Excel.

Benefits:

- £13.00 per hour
- 4.8 weeks holiday a year and bank holidays, plus an additional day off for your birthday
- An independent practice in a modern, purpose-built premises offering you the opportunity to advance your career with support and encouragement
- Pension contributions
- Generous discount on veterinary treatment for your pets

We are committed to embedding a culture of diversity and inclusion within our teams that reflect the communities we serve. We aim to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We offer a range of family friendly, inclusive employment policies and opportunities for flexible working arrangements to support team members from different backgrounds.

To apply please send a covering letter and CV to: jobs@powisvets.co.uk